



Title VI Program 2021-2023

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I. INTRODUCTION

The purpose of the Title VI Program is to demonstrate compliance with requirements listed in Circular 4702.1B Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients"; Circular 9040.1G; "Formula Grants for Rural Areas: Program Guidance and Application Instructions", Circular 9070.1G "Enhanced Mobility of Seniors and Individuals with Disabilities Program Guidance and Application Instructions", and 49 CFR Part 21 Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act of 1964.

As a recipient of Federal Transit Administration (FTA) funds, Department of Transportation and Public Works (DTPW) / Puerto Rico Highways and Transportation Authority (PRHTA) developed this program to comply, as appropriate, with Title VI of the Civil Rights Act of 1964, Executive Order 11246, The Americans with Disability Act, Sections 504 and 503 of the Rehabilitation Act of 1973, and Age Discrimination in Employment Act of 1967.

"No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." In this regard, the responsibility of DTPW/PRHTA is to ensure that federally supported transit services and related benefits are distributed to applicants, recipients, and subrecipients of FTA assistance in a manner consistent with Title VI.

This program describes how DTPW/ PRHTA, with FTA concurrence, will comply with Title VI in accordance with responsibilities as set forth by the Title VI regulations issued by the United States Department of Justice (DOJ) (28 CFR Part 42) and the United States Department of Transportation (USDOT) (49 CFR Part 21) (**Attachment A**)

It is the policy of the DTPW/PRHTA that every Agency employee shall perform all official actions affirmatively and in full accord with the spirit and letter of the Constitutions of the United States and of the Commonwealth of Puerto Rico. The applicable laws, regulations and policies will ensure equal opportunity for all persons and will avoid discrimination

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because of race, color, age, religion, sex, national origin, those who are disabled, or social condition. Puerto Ricans are classified as Hispanics and according to Federal Law and Regulations standards; we fall under the category of minority.

This document details how DTPW/PRHTA incorporates nondiscrimination policies and practices in providing services to the public.

II. OBJECTIVES

- To ensure that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.
- To ensure that the level and quality of FTA-assisted transit services are sufficient to provide equal access and mobility for any person without regard to race, color, or national origin.
- To ensure that opportunities to participate in the transit planning and decision-making processes are provided to people without regard to race, color, or national origin.
- To ensure that decisions on the location of transit services and facilities are made without regard to race, color, or national origin.
- To ensure that all FTA recipients take corrective measures to ensure non-discriminatory treatment of any beneficiary based on race, color, or national origin.

III. DEFINITIONS

For purposes of this program, the following definitions will be used:

Acquisition- The process of legally acquiring real property or interests therein through negotiation or condemnation.

Adversely affected- Any harmful effect of a project. Examples include air and noise pollution, displacement of homes and business, creation of hazards, disruption of communities, and inaccessibility to facilities or services.

Applicant- eligible public entity or organization that submits an application for financial assistance under an FTA program administered on behalf of the State.

Appraisal- An evaluation of the fair market value of the property interest being taken or a written statement setting forth an opinion on the value of a property.

Civil Rights Office- It is a unit within the DTPW/PRHTA with the responsibility of managing all Civil Rights aspects.

Compliance- a satisfactory condition wherein an applicant, recipient, or subrecipient has effectively implemented all of the Title VI requirements or can demonstrate that every good-faith effort toward achieving this end has been made.

Contractor- any entity or organization that has entered into a contract with DTPW/PRHTA relating to transit service delivery or construction.

Covered Employment Practices- practices under federally assisted programs in which the primary objective of the federal financial assistance is to provide employment, particularly if those practices would result in discrimination on the basis of race, color, or national origin against beneficiaries of federally assisted services and benefits.

Discrimination- Making decisions which have the effect of excluding or limiting the opportunities of individuals based on their race, gender, religion, color, national origin, age, handicap or a person's social condition.

Displaced Person- A person who is required to relocate to a new location because of acquisition of his/her property for a highway project.

Environmental Impact- All effects, (social, economic, and environmental) of a project on the human and natural environment.

FTA Activity- any program of assistance authorized by sections of the FTA Act; the Federal Aid Urban System Program (23 U.S.C. 142(a) (2) and the Interstate Transfer Program (23 U.S.C. 103(e)(4)).

Integrated Transportation Authority (ATI) - “Autoridad de Transporte Integrado” The Law No. 123 creates the Integrated Transportation Authority (ATI) and establishes its

purposes, duties, authorities and powers, creating a single public agency. The legislation authorizes the transfer of goods and funds, allocates capital and merges the Metropolitan Bus Authority (MBA), the Maritime Transport Authority of Puerto Rico and the Island Municipalities (ATM) and the TU operation. However, the transfers are still pending.

“Metro Urbano”- Is a bus system that provides a connection between the “Tren Urbano” Bayamón Station and Toa Baja, through the express high occupancy lane (BRT/DTL).

Minority- A person who is a citizen or permanent resident of the United States and who is Black, Hispanic, Asian American, American Indian or members of any other groups, or other individuals found to be economically and socially disadvantaged.

Mitigative Measures- Efforts to reduce impacts of adverse effects of a project to an acceptable level (design, features, noise, barriers, and aesthetic treatments).

National Origin- particular nation where a person was born or where the person's parents or ancestors were born.

Negotiation- The process by which property is sought to be acquired.

Primary Recipient- DTPW/PRHTA or any department, division, or agency authorized to request federal assistance on behalf of subrecipients and to distribute financial assistance to subrecipients' contracts for carrying out a program.

Puerto Rico Department of Transportation and Public Works- The DTPW is the central government agency in charge of the planning, development, and coordination of the activity in the field of transportation of the Commonwealth of Puerto Rico.

Puerto Rico Highway and Transportation Authority- The PRHTA is a public corporation and government instrumentality of the Commonwealth. It was created to provide people with the best means of transportation, and to expedite the movement of vehicles and individuals, to relieve in every possible way the hazards and inconveniences caused by congestion on the roads of the Commonwealth.

Puerto Rico Maritime Transportation Authority- “Autoridad de Transporte Marítimo” (ATM) is a government-owned corporation of Puerto Rico charged with providing maritime transportation services for cargo and passengers within Puerto Rico and the island municipalities of Vieques and Culebra. The agency is ascribed to the PRDTPW.

Puerto Rico Metropolitan Bus Authority- “Autoridad Metropolitana de Autobuses” (MBA) is a government-owned corporation of Puerto Rico and public transport bus service ascribed to the PRDTPW.

Recipient- Puerto Rico, or any political subdivision or instrumentality thereof; or any public or private agency, institution, or organization, or other entity; or any individual in Puerto Rico to whom federal assistance is extended, either directly or through another recipient, for any program. Recipient includes any successor, assignee, or transferee

thereof. The term recipient does not include any ultimate beneficiary under any such program. Examples of recipients include MPOs, COGs, towns, cities, counties, school districts, or any subrecipient.

Relocation- The moving of displaced person's residence or business to a new location.

Secretary- the chief administrative officer of the Puerto Rico Department of Transportation.

Service Standard/Policy- an established policy or service performance measure used by a transit provider or other applicant, recipient, or subrecipient as a means to plan, program, or distribute services and benefits within its service area.

Subcontractor- any entity or organization that has entered into a subcontract relating to transit service delivery with a contractor to provide a service in connection with a program or activity initiated by an applicant, recipient, or subrecipients.

Subrecipient- any entity or organization that receives FTA assistance and enters into a contract with DTPW/PRHTA relating to transit service delivery.

Title VI- Refers to a portion of the Civil Rights Act of 1964 which provides that: no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

“Tren Urbano” (TU) The urban train is a fully automated rapid transit system that serves the metropolitan area of San Juan, and has stops in the municipalities of San Juan, Bayamón and Guaynabo. The rail system is integrated to the MBA bus system.

IV. BACKGROUND

Effective January 2, 1973 as authorized by Plan Number 6 for the reorganization of the Executive Branch of the Commonwealth of Puerto Rico, the Department of Public Works was reorganized and re-designated as the DTPW. This Department is the central government agency in charge of the transportation programs of the Commonwealth of Puerto Rico. By this Reorganization Plan, the PRHTA, The Ports Authority (later separated through subsequent legislation) and the Metropolitan Bus Authority (MBA) were all ascribed to the DTPW. The Authorities operate as public corporations with fiscal autonomy over matters for which they are responsible. However, these Authorities discharged their functions under policies formulated and adopted by the Secretary of Transportation and Public Works. These authorities suffered modifications during year 2014.

Under Law No. 41 of March 21, 2014, a Board of Directors was created, presided by the Secretary of Transportation and Public Works, which is now the governing body for the PRHTA. Also, on August 3rd, 2014, Law No. 123 was approved, creating the new Integrated Transportation Authority (ATI by its Spanish acronym). This new Authority will operate under a governing Board, also presided by the DTPW's Secretary. ATI combines MBA's operation, which will no longer exist as an independent Authority, with the Maritime Transportation Authority (ATM by its Spanish acronym). The operation of the "Tren Urbano" (Urban Train), currently under contract between PRHTA and a private company (ACI-Herzog) is also transferred to this ATI. The Tren Urbano remains under PRHTA, since the transfers are still in process.

The DTPW is the central government agency in charge of the planning, development and coordination of the activity in the field of transportation of the Commonwealth of Puerto Rico. The DTPW has seven regional offices under the Public Works Directorate, located in Aguadilla, Arecibo, Guayama, Humacao, Mayaguez, Ponce and San Juan. The Public Works Directorate is in charge of all construction and maintenance of state roads as well as issuance of access permits.

It also has a Driver's Services Directorate with 15 Drivers Service Centers located in Aguadilla, Arecibo, Barranquitas, Bayamón, Caguas, Fajardo, Vieques, Manatí, Guayama, Humacao, Mayagüez, Ponce, Carolina, San Juan and Utuado. This directorate is in charge of all transactions related to vehicles including licensing. Also, the Maintenance Area of the DTPW is in charge of landscaping and the issuance of junker permits, among other things.

On the other hand, the PRHTA is a public corporation and government instrumentality of the Commonwealth of Puerto Rico. It was created to provide people with the best means of transportation, and to expedite the movement of vehicles and individuals, to relieve in every possible way the hazards and inconveniences caused by congestion on the roads of Puerto Rico. Five regional offices carry out the construction projects under the direction of the Construction Area: South, East, West and Metropolitan. Under the Toll Road Area,

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PRHTA manages toll roads that cover the South (PR52) and East (PR66, PR53), and a portion of PR- 20.

Currently, the PRHTA has the responsibility of a major undertaking with respect to public transportation - the rapid transit system known as Tren Urbano and completed in 2005. It serves mainly the Bayamón, Río Piedras and Hato Rey areas. Tren Urbano is currently made up of one rapid transit route. It consists of 16 stations: Sagrado Corazón, Hato Rey, Roosevelt, Domenech, Piñero, Universidad, Río Piedras, Cupey, Centro Médico, San Francisco, Las Lomas, Martínez Nadal, Torrimar, Jardines, Deportivo and Bayamón.

The Civil Rights Office is an office within the Area known as Secretariate, which serves both, the DTPW and the PRHTA.

It is the policy of the Department to ensure full compliance with Title VI of the Civil Rights Act of 1964 in all of its programs and activities. The assurances, which are signed by the Secretary of the DTPW, are of primary importance to the implementation of this policy. It is also noted that this Plan is applicable to the PRHTA and the DTPW.

V. GENERAL PROGRAM REQUIREMENTS

1. Notice to the Public

In accordance with 49 CFR, §21.9(b), DOT provides information to the public regarding their DTPW/PHRTA's Title VI obligations and apprise members of the public of the protections against discrimination afforded them by Title VI. The primary means of disseminating information to the public is through DTPW/PHRTA's website: <https://act.dtop.pr.gov/>

Website information includes the following:

- DTPW/PHRTA's Title VI Implementation Plan
- Title VI Complaint Procedures
- Title VI Complaint Form
- Title VI Program
- Parking Permit Procedure for Employees with Temporary Disabilities
- Application for Parking Permit for Employee with Temporary Disability
- Reasonable Modification Policy
- Limited English Proficiency (LEP) Plan

DTPW's and PHRTA's Notices as well as other non-discrimination policies can be found at the Agency's website. Also, are posted on all common areas of the main buildings and at the Regional's offices. Efforts also include interaction with Puerto Rico DOT Programs personnel in developing Title VI information for dissemination to the public, including the 16 Tren Urbano stations (station control booth areas). (**Attachment B**)

2. Complaint Procedure and Form

The DTPW and the PHRTA has adopted a public grievance procedure for prompt and equitable resolution of complaints alleging an action prohibited by federal regulations.

The purpose of the public grievance procedure is to describe the steps used by the DTPW and PHRTA for processing complaints under Title VI of the Civil Rights Act of 1964 and Title II of the Americans with Disabilities Act, Section 504 of the Rehabilitation Act of 1973. Intimidation or retaliation because of a complaint is prohibited by law. (**Attachment C**)

3. List of transit related Title VI investigations, complaints, and lawsuits

DTPW/PHRTA did not receive any Title VI complaints since the last Title VI program submission. (**Attachment D**)

VI. PROGRAM AREA MONITORING & REVIEW

DTPW has developed strategies for ensuring, demonstrating, and substantiating compliance with Title VI. These strategies include consideration of demographic information in transportation planning, development, and delivery service. To achieve that goal, DTPW has developed a demographic profile that includes identification of the locations of socio-economic groups by race and ethnicity, but also by age, income and education.

The planning process seeks to recognize the needs of protected class communities and ensure they have access to and can participate in transportation decision making. Public participation involves outreach, notice, and the opportunity for the public to provide comments. DTPW works diligently to ensure that the public has notice of transportation planning and services by partnering with community groups, posting public notices along the effected service routes, and translating notices when the demographic data shows that those with limited or no English are likely to be impacted by the transportation planning.

The project development process must ensure equity and nondiscrimination in studying and choosing the elements of transportation projects. Unlike planning, however, project development works with individual projects moving toward construction and therefore projected impacts are scrutinized more minutely and, where impacts are likely to be burden particular racial or ethnic groups, project development strategizes ways of avoiding or lessening the impacts.

Design and construction have even closer project-level involvement, but fewer Title VI concerns, as a properly planned and developed project should have already eliminated the potential for exclusion of or discrimination against anyone due to race or ethnicity. However, this process has other Title VI concerns related to temporary impacts and nondiscrimination in contracting.

Regardless of the program area, each Director within the DTPW or PRHTA federal program areas are responsible for ensuring Title VI compliance within their particular areas of responsibility. Title VI monitoring, coordinating and documentation is the responsibility of the designated Area Title VI Liaison. The Liaison is either the Director or a designee. Title VI Area Liaisons collect and assess program area-specific data, looking for possible anomalies, trends or evidence of disparity.

Each Liaison then provides quarterly Title VI reports to the CRO Title VI Coordinator, due on January 15, April 15, July 15 and October 15. Using these reports, the Coordinator chooses up to three program areas annually for review.

PRHTA has designated five (5) Title VI program areas. This does not mean that all PRHTA programs, services and activities are not covered by Title VI or that the Title VI Coordinator does not review other areas. Rather, these are ancillary programs that, based on funding amounts, public interaction and relevance to the PRHTA's mission are in lower risk and require fewer Title VI resources than the primary program areas.

The following describes each Title VI program areas as defined by PRHTA, along with the information and data regularly collected/reviewed to demonstrate compliance:

Planning

The Planning Section is responsible for delivering the state highway planning process in accordance with Title VI program requirements. It produces a number of studies and plans each year, however the most critical ones are the Long-Range Transportation Plan (LRTP), the Transportation Improvement Program (TIP) and the Public Participation Plan. The first is a 25-year vision of multimodal transportation needs along with cost projections. It is the primary planning product of PRHTA, and all projects advanced for design and construction must be consistent with it. The TIP is a shorter-term document, about 5-years. In it, cost projections are more specific, and projects listed in order of priorities, developed from public input. To develop both plans, PRHTA has a Public Participation Plan that explains how it will require input by and inclusion of everyone, including racial and ethnic minorities.

The Planning Section uses demographic data from US Census to identify primary characteristics like race and national origin island wide. It also employs a mapping system that layers secondary data (i.e. age, poverty, education) and compares it to transportation uses, unmet needs, crash/safety data and access to health and food. Once mapped, PRHTA has a clearer picture of transportation projects and how they address critical concerns for particular areas of the island.

The following table describes the reporting responsibility of the Planning Section Title VI Liaison and the response taken by the Title VI Coordinator:

Planning Title VI Liaison Reporting	Title VI Coordinator Review
Availability of Draft Plans or Plan Amendments for review	Ensure inclusion and analysis of demographic data for nondiscrimination and/or equity
RFP/RFQ notification of a consultant contract to be issued by the Planning Section	Contract package includes Appendices A and E from 1050.2A
New or different demographic data sets are used or uploaded to the mapping system	Data is best-quality source, current and likely to be probative for decision making
Projects or plans that may impact discrete communities comprised of racial ethnic minorities ¹	Investigate for evidence of discrimination or impacts that cumulatively could impact communities on the basis of race and/or

¹ The population in Puerto Rico is 99% Hispanic. Many are unfamiliar with the distinction between race and national origin, though this is improving with each new census product. Nevertheless, for effective analysis, PRHTA must often use poverty and age statistics as exordium to discovering race and/or ethnicity. Race and ethnicity estimates for Puerto Rico are currently available through 2019 and are compiled using American Community Survey data, a methodology different from that used for estimates of the United States and District of Columbia.

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	ethnicity
Complaints or concerns received by the Planning Section that suggest alleged discrimination, disparate treatment, inequity, unfairness based on membership in a protected class.	Review to determine whether Title VI is implicated. If so, transfer to FHWA or FTA depending on the activity or program. Attempt resolution where possible.
New or altered policies, procedures, specifications, guidance materials or other similar materials	Section authorities are consistent with PRHTA's Title VI program and do not discriminate or suggest disparity
New hires, consultants, or other staff that require Title VI training	Schedule and deliver Title VI training

Project Development

In Project Development, PRHTA studies the projects advanced by planning to determine the best way to meet the purpose and need of the project while at the same time avoiding, minimizing or mitigating harmful impacts the project may have to the physical and social environment. The level of review depends on the size and nature of the project. Those adding capacity and/or likely to severely impact wetlands, cultural/historical resources or communities receive the highest level of scrutiny. Projects with more limited scopes or impacts receive gradations of scrutiny with almost no review for projects improvement projects with no further anticipated impacts.

To ensure nondiscrimination, each environmental document must include two critical elements: a description of the efforts made by PRHTA to identify and include all interested parties and members of the public; and sufficient demographic information describing the likely communities to be impacted. Environmental documents analyze these elements in an effort to balance project benefits with burdens in areas like aesthetics, air/water quality, mobility/connectivity, economic development and access to employment, community cohesion, safety, etc. These analyses are most often performed by professional service consultants, that further develop the project with location studies, preliminary design and engineering plans and continued public involvement.

As in Planning, the Project Development Section has an assigned Title VI Liaison who is responsible for monitoring section activities and reporting to the Title VI Coordinator, who performs the annual program area review. The following table shows the documents collected by the Liaison and how the Coordinator uses them to ensure nondiscrimination:

Project Development Title VI Liaison Reporting	Title VI Coordinator Review
Number and category of Environmental Documents processed during the	Level of review is commensurate with size, scope and type of project
	Documents include appropriate public

reporting period	involvement information, demographic data, and sufficient analysis to determine incidents or trends of discrimination
RFP/RFQ notification of a professional services consultant contract to be issued by the Project Development Section	Contract package includes Appendices A and E from 1050.2A; scope requires demographic analysis to identified benefits and burdens on racial and ethnic minorities, at a minimum
New or different demographic data sets are used or uploaded to the mapping system	Data is best-quality source, current and likely to be probative for decision making
Identification of Projects that may impact discrete communities comprised of racial ethnic minorities ²	Investigate for evidence of discrimination or impacts that cumulatively could impact communities on the bases of race and/or ethnicity
Complaints or concerns received during project development that suggest discrimination, disparate treatment, inequity, unfairness based on membership in a protected class	Review to determine whether Title VI is implicated. If so, transfer to FHWA or FTA depending on the activity or program. Attempt resolution where possible.
New or altered policies, procedures, specifications, guidance materials or other similar materials	Section authorities are consistent with PRHTA's Title VI program and do not discriminate or suggest disparity
New hires, consultants or other staff that require Title VI training	Schedule and deliver Title VI training

Right of Way

The Right of Way Section is responsible for the acquisition of all property required for highway construction, material sources, and maintenance shed sites. Procedures for the acquisition of highway right of way, appraisals, negotiations, title requirements, relocation assistance, utility adjustments and other works related to the acquisition or disposition of real property are important elements of Title VI monitoring during this phase of the highway process. The acquisition of right of way follows the planning, design phases of the highway development process, and is one of the final phases prior to the actual award of the construction contract. PRHTA adheres to the Uniform Relocation Assistance and Real

² The population in Puerto Rico is 99% Hispanic. Many are unfamiliar with the distinction between race and national origin, though this is improving with each new census product. Nevertheless, for effective analysis, PRHTA must often use poverty and age statistics as exordium to discovering race and/or ethnicity.

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Property Acquisition Policies Act of 1970 (Uniform Act) and required FHWA regulations, including those that prohibit discrimination based on Title VI.

The ROW section has an assigned Title VI Liaison responsible for monitoring day to day Section activities for nondiscrimination. The Liaison must also collect and provide to the Title VI Coordinator specific information so that she can conduct an annual review of the program area such as the following:

Right of Way Title VI Liaison Reporting	Title VI Coordinator Review
Contract appraisers used during the reporting period by race, ethnicity and gender	Contract appraiser demography is representative of the project area
Appraisal comparisons conducted during the reporting period to ensure like sized/located properties are not disparately valued	Verify analysis and sample appraisals to identify incidences or trends of discrimination
Appraiser contracts executed during the reporting period	Contract package includes Appendices A and E from 1050.2A
ROW project plans including location, block and tract data from US Census, lists of impacted owners/renters, demographic identification of each owner/renter	Data is best-quality source, current and likely to be probative for decision making. Any disparity in impacted properties by race/ethnicity as compared to properties not acquired
Interviews and customer satisfaction forms	Screen for discrimination complaints or information that suggests disparity based on race or ethnicity
Complaints or concerns received at ROW Section that suggest discrimination, disparate treatment, inequity, unfairness based on membership in a protected class	Review to determine whether Title VI is implicated. If so, transfer to FHWA or FTA depending on the activity or program. Attempt resolution where possible.
New or altered policies, procedures, specifications, guidance materials or other similar materials	Section authorities are consistent with PRTHA's Title VI program and do not discriminate or suggest disparity
New hires, consultants, contract appraisers that require Title VI training	Schedule and deliver Title VI training

Design and Construction

The Design and Construction Section is responsible for the delivery of projects planned and developed by the other sections. The Section completes and reviews designs, lets road/bridge contracts, conducts contract oversight and administration, and inspects and final accepts the finished project. CRO has close contact with the Section because of other nondiscrimination responsibilities such as preconstruction notifications, bulletin board requirements, equal employment opportunity, on-the-job training, disadvantaged business enterprise and prevailing wages. As such, Design and Construction have fewer responsibilities than sections that must regularly report to the Title VI Coordinator. Moreover, despite the closer ties between the section and CRO, there are some Title VI elements that require monitoring and reporting by the Title VI Liaison, including:

- Documenting input received from minority, low-income and other Title VI protected populations facing barriers to access during construction.
- Ensure Contractor adheres to and effectively implements avoidance or mitigation commitments identified during project development.
- Review monitoring/inspection activities to ensure the design or construction procedures/practices do not result in disparate treatment of communities based on race and/or ethnicity.

The Liaison must also collect and provide to the Title VI Coordinator specific information so that she can conduct an annual review of the program area. Such information is as follows:

Design & Construction Title VI Liaison Reporting	Title VI Coordinator Review
Traffic Management Plans consider operation of schools, businesses, faith-based and civic organization	Plans sampled to ensure construction activities do not hamper or impede critical activities of public based on race/ethnicity
Designs reviewed to ensure no unreasonable loss of access	Plans sampled to ensure identify communities by race/ethnicity that may have unmet needs during project delivery
Contracts let during the reporting period	Contract package sampled to ensure inclusion of the standard specifications (clauses from Appendices A and E from 1050.2A)

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New or altered policies, procedures, specifications, guidance materials or other similar material	Section authorities are consistent with PRHTA's Title VI program and do not discriminate or suggest disparity
New hires, consultants, or other staff that require Title VI training	Schedule and deliver Title VI training

Community Involvement

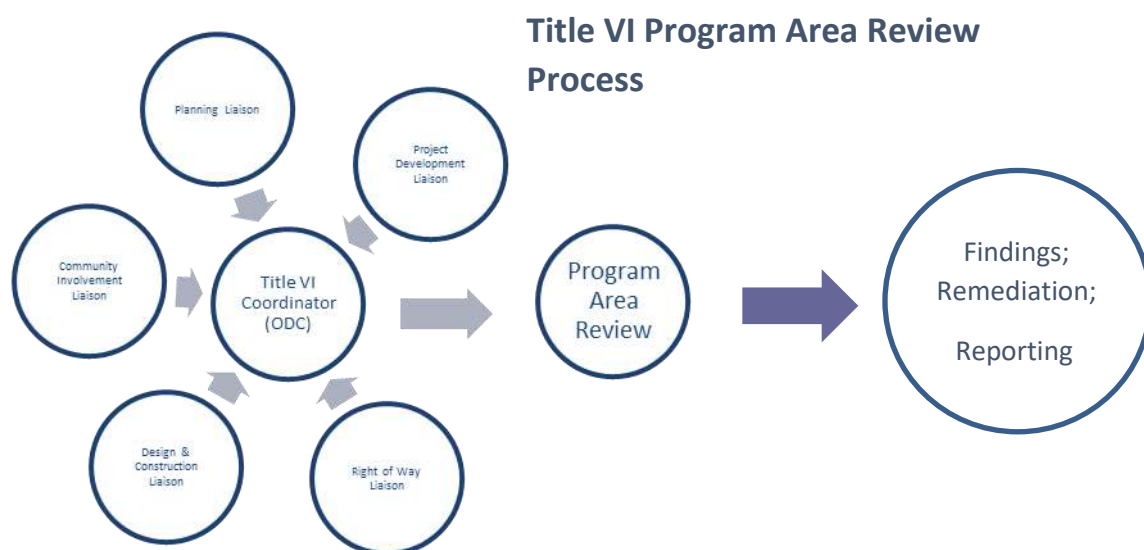
Community Involvement is a requirement of every PRHTA program area, and the section is often the first to learn of potential problems or issues in PRHTA plans, programs or projects. In fact, Community Involvement responsibilities overlap the primary program areas to such an extent that PRHTA has designated a Community Involvement Title VI Liaison. The Liaison is responsible for reviewing public participation plans and assessing their effectiveness, ensuring that racial and ethnic minorities are both solicited for participation and their input considered during the process. The Liaison also reports basic information to the Title VI Coordinator, who reviews it seeking missed opportunities for engagement or identification of communities that may require more or different types of outreach. The Liaison also advises the Coordinator whenever PRHTA's Planning Public Participation Plan is updated or when projects must have separate participation plans. Efforts to encourage public involvement during the planning and development of the highway process are monitored to ensure compliance with Title VI requirements. <https://act.dtop.pr.gov/wp-content/uploads/2018/12/2018-Public-Involvement-Plan-approved-Nov-6.pdf>

Regular reporting items of the Community Involvement Liaison include:

Community Involvement Title VI Liaison Reporting	Title VI Coordinator Review
Minority-focus media outlets used during the reporting period	Plans sampled to ensure construction activities do not hamper or impede critical activities of public based on race/ethnicity
Public meeting or hearing notifications published by PRHTA during the reporting period Public meeting or hearing notifications published by PRHTA during the reporting period https://act.dtop.pr.gov/coordinacion-	Notice language sampled to ensure correct nondiscrimination and LEP access statements

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federal/avisos-notices/	
Amendments or updates to the primary Public Participation Plans for planning and project development	All amendments and plan updates reviewed to verify race/ethnic inclusion and consideration; ensure that community characteristics inventories are updated in the plans, if warranted.
Complaints, concerns, questions or other communication received by the Section during the reporting period and that might involve discrimination or inequity	Review information seeking potential Title VI complaints subject to PRHTA's intake and processing requirements ³
Number of public notifications provided in English, Spanish, Haitian Creole during the reporting period along with the name and location of the project or event	Sample's notifications to ensure LEP access is provided in the required language
New or altered policies, procedures, specifications, guidance materials or other similar materials	Section authorities are consistent with PRHTA's Title VI program and do not discriminate or suggest disparity
New hires, consultants, or other staff that require Title VI training	Schedule and deliver Title VI training



³ FTA requires PRHTA to investigate complaints of Title VI discrimination filed against DTOP transit entities, including the Ports Authority, Tren Urbano and the Metropolitan Bus Authority (MBA). FHWA requires PRHTA to forward all Title VI complaints filed against PRHTA to the FHWA Division Office, that sends it to FHWA Headquarters for processing.

VII. TRAINING

The PRHTA Title VI Coordinator provides internal and external consultation related to Title VI and other nondiscrimination provisions, its application to program operations, identification of Title VI issues and resolution of complaints. Annually the Coordinator requires that each designated Section Liaison attend at least one training, generally provided by FHWA or FTA representatives. All new hires to PRHTA receive general training that includes Title VI along with EEO and other policies/procedures.

External training is offered upon request or as part of other events. For example, the Coordinator has provided Title VI training to MPO staff in advance of a Federal Certification; at the College of Engineers as part of an ADA events.

Currently, PRHTA lacks its own computer-based training platform for Title VI, something that would be helpful during the pandemic restrictions on social gatherings. However, PRHTA uses the four *FHWA Federal-Aid Essentials Title VI* videos to provide training to municipalities and the dated but still relevant *Understanding and Abiding with Title VI* videos from USDOJ to remind internal staff of its responsibilities.⁴

Finally, all civil rights training and technical assistance events includes a Title VI module. This ensures attendees realize that affirmative action and other equity requirements do not exist in a vacuum. For example, PRHTA is one of three state departments of transportation that make up the Caribbean Partners Civil Rights in Transportation workgroup that annually hosts a workshop on key topics and emerging issues. Even though these events may not be focused on Title VI, they nonetheless include at least 1 hour of Title VI instruction.

The Title VI Coordinator captures all Title VI training events and reports them as part of the Annual Goals and Accomplishments Report provided by PRHTA in the Implementation Plan at the end of every fiscal year. <https://act.dtop.pr.gov/fotos/title-vi-impementation-plan-update-2017.pdf>

VIII. LANGUAGE ASSISTANCE PLAN

Title VI of the Civil Rights Act prohibits discrimination based on national origin, among other things. The LEP Executive Order (Executive Order 13166) ensures that, consistent with Title VI, persons with Limited English proficiency ("LEP") have meaningful access to federally conducted and federally funded programs and activities. The Order requires all agencies that provide Federal financial assistance to issue guidance on how Title VI applies to recipients of that assistance in their contact with persons who are LEP. The Order also requires that Federal agencies create plans for ensuring that their own activities also

⁴ Understanding and Abiding by Title VI can be found on YouTube at <https://www.youtube.com/watch?v=lw0mefqIZ5Y> while the Title VI Federal-aid Essentials videos are available at <https://www.fhwa.dot.gov/federal-aidessentials/catmod.cfm?category=civilright>

provide meaningful access for persons who are LEP. (**Attachment E**)

The American Community Survey (ACS) from U.S. Census estimates that about 84% of Puerto Ricans over the age of 17 speak English ‘less than well’ and that Spanish is the primary language spoken at home.⁵ This means that the majority of Puerto Rico is likely LEP and in need of interpretation and translation services.

All PRHTA business conducted verbally with the public takes place in Spanish. Further, PRHTA strives to ensure that all documents produced for the benefit of the public are in Spanish, if not both English and Spanish. As a general rule, documents produced for or at the request of federal entities are produced in English.

Currently, CRO is surveying each PRHTA section to compile a list of documents and the language in which they are provided. This is one of the Title VI goals for FY2021 and is intended to ensure compliance with the PRHTA Language Assistance Plan.

IX. REVIEW OF PRHTA DIRECTIVES

Whenever PRHTA promulgates or alters a policy, procedure, guidance document or other similar directive, each section is responsible for reviewing it for consistency with internal and external authorities. Title VI is no exception. The CRO Director is a member of PRHTA executive leadership, and our goal is to meet monthly with Area or Office Directors to review and approve directives issued by the group or, if appropriate, assigns review to the Title VI Coordinator to verify compliance.

PRHTA documents produced by middle management in the Area or Offices are identified quarterly as part of the Title VI reporting and reviewed by the Coordinator to determine whether the Title VI program is implicated or impacted.

X. REQUIREMENTS OF TRANSIT PROVIDERS

i. SERVICES STANDARDS

a. Vehicle load

⁵ See American Community Survey 5 year tables S1601 and S1603, years 2014-2018 - <https://data.census.gov/cedsci/table?q=Language%20Spoken%20at%20Home&t=Language%20Spoken%20at%20Home&g=0400000US72&tid=ACSST5Y2018.S1601&hidePreview=true>

TREN URBANO

FTA Circular 4702.1B requires fixed route recipients to develop quantitative standards for all modes of operation. The standards below represent minimum elements included in FTA Circular 4702.1B.

Vehicle Load

PRHTA utilizes transit occupancy as a reference to define service frequency, service span and offer versus demand adequacy. A quality of service (QoS) of 0.40 m² per passenger (2.5 passengers per m²) or better is used as the target standard, measured with the top days of ridership throughout the period, excluding days with special events, of each defined service schedule (e.g. regular weekday schedule, seasonal schedule and weekends and holidays schedule).

Vehicle load values for calendar 2017 are included below:

				Passenger/hr Equivalent				e=C/d
				a	b	c=max(a,b)	d	
	Data							
Schedule	From	To	Headway	Max Load East	Max Load West	Max Load	Supply (2.5 Pas m ²)	Load
AM	5:30 AM	6:18 AM	12	985	560	985	2690	37%
AM Peak	6:26 AM	8:18 AM	8	2295	870	2295	4035	57%
AM Transition	8:30 AM	8:42 AM	12	1050	560	1050	2690	39%
Mid-Day	8:58 AM	3:22 PM	16	889	900	900	2018	45%
Transition	3:34 PM	3:46 PM	12	560	890	890	2690	33%
PM Peak	3:56 PM	5:46 PM	10	810	1392	1392	3228	43%
PM Transition	5:58 PM	6:22 PM	12	345	660	660	2690	25%
PM Off-	6:38	6:54	16	255	420	420	2018	21%

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Peak	PM	PM						
Night (SMP)	7:10 PM	11:30 PM	16	203	394	394	1009	39%
WD Seasonal								
AM Peak	5:30 AM	8:42 AM	12	1,820	735	1,820	2,690	67.7%
Mid-day	8:58 AM	3:38 PM	16	840	750	840	2,018	41.6%
PM Transition	6:42 PM	6:58 PM	16	180	360	360	2,018	17.8%
PM Peak	3:50 PM	6:26 PM	12	560	1,390	1,390	2,690	51.7%
Night (SMP)	7:14 PM	11:30 PM	16	154	296	296	1,009	29.3%
WE and HO								
All Day	5:30 AM	11:30 PM	16	671	555	671	1009	66.5%

METROBUS

Service Type	Vehicle	Capacity	Trips	Total Passengers	Passengers per Trip	MLF
MB	9101	40	7.5	371	49	1.230
	9102	40	17.0	186	11	0.280
	9104	40	15.5	284	18	0.450
	9105	40	17.5	187	11	0.280
	9107	40	5.5	254	46	1.150
	9109	40	14.5	139	10	0.250
	9110	40	7.0	172	25	0.630
	9111	40	6.5	29	4	0.100
	9113	40	5.5	208	38	0.950
	9114	40	5.5	178	32	0.800
	9116	40	13.5	433	32	0.800
	9117	40	4.0	108	27	0.680
	9118	40	8.0	209	26	0.650
	9119	40	9.0	465	52	1.300
	14		136.5	3,223		

Title VI Program
2021-2023

Service Type	Vehicle	Capacity	Trips	Total Passengers	Passengers per Trip	MLF
MU	1202	57	4.5	91	20	0.350
	1204	40	9.5	198	21	0.530
	1206	40	1.0	-	0	0.000
	1207	40	11.0	150	14	0.350
	1208	40	3.5	66	19	0.480
	1210	40	11.0	194	18	0.450
	6		40.5	699		

Service Type	Vehicle	Capacity	Trips	Total Passengers	Passengers per Trip	MLF
TU	9100	40	10.0	257	26	0.650
	1211	20	9.0	120	13	0.650
	1212	20	9.0	146	16	0.800
	1214	20	15.0	183	12	0.600
	1215	20	9.0	165	18	0.900
	1219	20	11.0	147	13	0.650
	1221	20	15.0	222	15	0.750
	1222	20	14.0	151	11	0.550
	1223	20	16.0	181	11	0.550
	1230	20	8.0	10	1	0.050
	1231	20	8.0	22	3	0.150
	1232	20	15.0	50	3	0.150
	12		139.0	1,654		

b. Vehicle headway

TREN URBANO

Tren Urbano operates 18 hours each day, from 5:30 AM to 11:30 PM. Service is extended to support special events and activities, with service schedule from 11:30 PM up to 3:00 AM. There is an average of one special event per week requiring service extension.

The Tren Urbano has two schedules: regular schedule and seasonal schedule. The Weekday regular Schedule is operated thirty-eight (38) weeks per year. The Weekday Seasonal Schedule is operated fourteen (14) weeks per year as follow: 10 Weeks during summer, 3 weeks during winter and 1 week during Holy Week (“Spring Break”).

During the Regular Schedule, the weekday AM peak hour boarding the trains operate at 8-minute headway in each direction and in the PM Peak hour at 10-minute headway. During the off-peak periods, the headway is 16 minutes. The weekday service schedule is as follows:

Weekday Headways:

Headway	From-To
12 minute headways	05:30 – 06:18
8 minute headways	06:18 – 08:18
12 minute headways	08:18 – 08:42
16 minute headways	08:42 – 15:22
12 minute headway	15:22 – 15:46
10 minute headways	15:46 – 17:46
12 minute headways	17:46 – 18:22
16 minute headways	18:22 – 23:30

During the Seasonal Schedule, the weekday AM peak boarding and PM peak boarding the trains operate at 12-minute headway in each direction. During the off-peak periods, the headway is 16 minutes. The weekday service schedule is as follows:

Seasonal Weekday Schedule:

Headway	From-To
12 minute headways	05:30 – 08:42
8 minute headways	08:42 – 15:38
12 minute headways	15:38 – 18:26
16 minute headways	18:26 – 23:30

On weekends and holidays, headways are maintained at 16 minutes for the entire day. Ridership is monitored in order to adjust schedules to service passenger demand. Service

headways can be modified to meet ridership increments as required. If the ridership average demands increase, exceeding scheduled capacity, headways during peak periods can be reduced from the current 8 minutes to 6, 5, or even 4 minute headways, allowing system capacity to increase respectively from 25% up to 88%.

Weekend and Holiday Headways: Twelve holidays

Headway	From-To
16 minute headways	05:30 – 23:37

Headway evaluation and scheduling involves primarily service offer versus demand adequacy based on passenger occupancy QoS standard.

METROBUS

The First Transit Puerto Rico subcontracted operations consist of 7 mass transit transportation routes of 4 different type of services:

Metrobus operations is a fixed route service operation that consists of two routes, one of them T3 that operates daily 85.30 hours and the other the E10 operates daily hours daily, T3 from 5:00 AM to 12:00 midnight, and E10 operates 15 hours daily, from 5:00 AM to 8:00 PM.

The weekday service is as follows for each of the following routes:

Route T3 Current Service (Weekday)

From	To	Headway Minutes	Service HRS.	Trips	Service Miles
5:00 AM	6:00 AM	20	3:40	3	27
6:00 AM	9:00 AM	10	20:40	18	162
9:00 AM	3:00 PM	20	24:00	18	162
3:00 PM	6:00 PM	10	20:40	18	162
6:00 PM	11:00PM	20	16:30	16	144
Total			85:30	73	657

On -Time performance T3 Current Service (Weekday)

FROM	TO	HEADWAY
5 AM	6 AM	20
6 AM	9 AM	10
9 AM	3 PM	20
3 PM	6 PM	10
6 PM	11 PM	20

Route T3 Current Service (Weekend)

From	To	Headway Minutes	Service HRS.	Trips	Service Miles
6:00 AM	11:00 PM	20	51:00	52	468
<hr/>					
Total			51:00	52	468

On -Time performance T3 Current Service (Weekend)

FROM	TO	HEADWAY
6 AM	11 PM	20

Route E10 Current Service (Weekday)

From	To	Headway Minutes	Service Hours	Trips	Service Miles
5:00 AM	6:00 AM	20	2:00	3	30
6:00 AM	9:00 AM	10	12:00	18	180
9:00 AM	3:00 PM	20	12:00	18	180
3:00 PM	6:00 PM	10	12:00	18	180
6:00 PM	8:00 PM	20	5:00	7	70
Total			43:00	64	640

On -Time performance E10 Current Service (Weekend)

FROM	TO	HEADWAY
5 AM	6 AM	20
6 AM	9 AM	10
9 AM	3 PM	20
3 PM	6 PM	10
6 PM	11 PM	20

Route E10 don't run service on Saturday, Sunday or Holiday

Metro Urbano bus operations is a bus rapid transit operation that operates from the Municipalities of Toa Baja to Bayamón. This operation runs in a close corridor with HOV lanes and operates daily 41 hours and the other, the E10 operates daily, T3 from 5:00 AM to 12:00 midnight, and E10 operates 15 hours daily, from 5:00 AM to 8:00 PM.

Route E20 Current Service

From	To	Headway Minutes	Service Hours	Service Miles
5:00 AM	9:00 AM	15	16:00	320
9:00 AM	4:00 PM	30	14:00	280
4:00 PM	6:30 PM	15	10:00	200
6:30 PM	7:00 PM	30	1:00	20
Total			41:00	820

On -Time performance E20 Current Service (Weekend)

FROM	TO	HEADWAY
5 AM	9 AM	15
9 AM	4 AM	30
4 AM	6:30 PM	15
6:30 PM	7:00 PM	30

Route E20 don't run service on Saturday, Sunday or Holiday

Tu Conexion bus operations is a fixed route operations that run on the rural areas that operates in the Municipalities San Juan, Carolina, this operations are a fixed route operation that are run near or next to the rural areas this service is run with small vehicles to able to access small and narrow streets operates daily hours daily the following routes: C22, C35, C36, E40 the times of operations varies in the different routes that information is detail below.

Route C22 Current Service (Weekday)

From	To	Headway Minutes	Service Hours	Service Miles
6:00 AM	8:00 PM	30	28:00	168

On -Time performance C22 Current Service (Weekday)

FROM	TO	HEADWAY
6 AM	8 PM	30

Route C35 Current Service (Weekday)

From	To	Headway Minutes	Service Hours	Service Miles
5:00 AM	8:00 PM	20	45:00	322

On -Time performance C35 Current Service (Weekday)

FROM	TO	HEADWAY
5 AM	8 PM	20

Route C36 Current Service (Weekday)

From	To	Headway Minutes	Service Hours	Service Miles
5:00 AM	6:00 AM	30	2:00	16
6:00 AM	9:00 AM	20	12:00	72
9:00 AM	3:00 PM	30	12:00	96
3:00 PM	6:00 PM	20	13:00	72
6:00 PM	8:00 PM	30	5:00	40
Total			44:00	296

On -Time performance C36 Current Service (Weekday)

FROM	TO	HEADWAY
5 AM	6 AM	30
6 AM	9 AM	20
9 AM	3 PM	30
3 PM	6 PM	20
6 PM	8 PM	30

Route C22, C35, C36 don't run service on Saturday, Sunday or Holiday

Route E40 Current Service (Weekday)

From	To	Headway Minutes	Service Hours	Service Miles
5:00 AM	8:00 PM	20	30:00	357

On -Time performance E40 Current Service (Weekday)

FROM	TO	HEADWAY
5 AM	8 PM	20

Route E40 Current Service (Weekday)

From	To	Headway Minutes	Service Hours	Service Miles
6:00 AM	8:00 PM	30	30:32	339

On -Time performance E40 Current Service (Weekday)

FROM	TO	HEADWAY
6 AM	8 PM	30

c. On time performance (OTP)

TREN URBANO

OTP measures actual train arrival and departure times in comparison to a scheduled service. It is a measurement of the punctuality of ACI-Herzog transit services. The OTP metrics also provide feedback of vehicle and systems maintenance services effectiveness.

The OTP is affected by delays or disruptions caused by internal and external factors. Internal factors include but are not limited to vehicle and systems maintenance failures. External factors include fire, weather conditions, earthquakes, suicides, public manifestations, third party events, programmed heavy corrective and preventive maintenances that cannot be performed during non-revenue hours. Delays caused by external factors are considered an exception and are not included in the OTP metric.

OTP is measured as the percentage of scheduled trips that arrive on time to a terminal station.


A train is deemed off-schedule if:

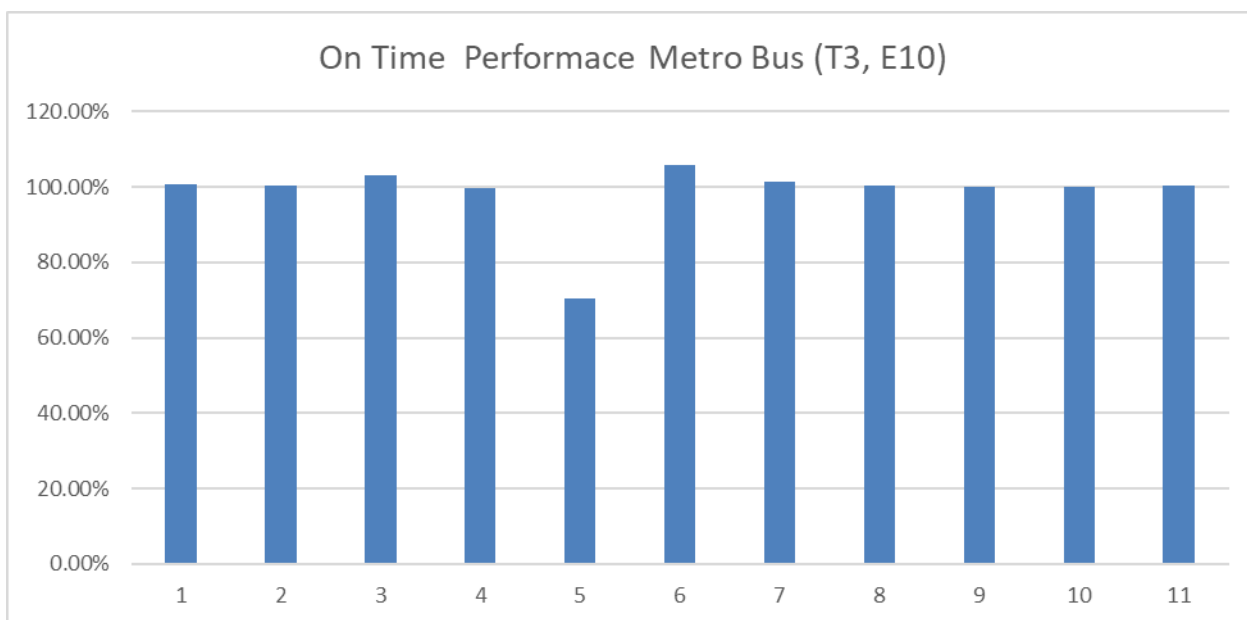
- A train completes its trip (arrives at the terminal station) more than one (1) minute prior to the scheduled trip time, or more than four (4) minutes after the scheduled trip time.
- If a train skips one or more stations on any trip, each station skipped is counted as an off-schedule train.
- Trains that are counted as missed trips (arrives to a terminal station more than 30 minutes late) shall not be counted as off-schedule trains.

OTP is evaluated on a daily, monthly and yearly basis. PRHTA operational goal is to operate a transit service punctual with a monthly OTP of 98.5% or better. OTP values for calendar 2020 are included below:


Month	Scheduled trips	Total off-schedule trips	OTP without exceptions	Off-schedule exceptions	Off-schedule trips	OTP
January 2020	4,450	63	98.58%	25	38	99.15%
February 2020	4,534	144	96.82%	83	61	98.65%
March 2020	2,350	29	98.77%	2	27	98.85%
April 2020	No service	No service	No service	No service	No service	No service
May 2020	No service	No service	No service	No service	No service	No service
June 2020	No service	No service	No service	No service	No service	No Service
July 2020	1,356	17	98.75%	0	17	98.75%
August 2020	No service	No service	No service	No service	No service	No service
September 2020	No service	No service	No service	No service	No service	No service
October 2020	811	7	99.14%	0	7	99.14%
November 2020	3,852	33	99.14%	1	32	99.17%
December 2020	3,937	21	99.47%	0	21	99.47%
January 2021	4,207	35	99.17%	2	33	99.22%
February 2021	4,310	48	98.89%	0	48	98.89%
March 2021	4,843	48	99.01%	1	47	99.03%
Total	34,650	445	98.72%	114	331	99.04%

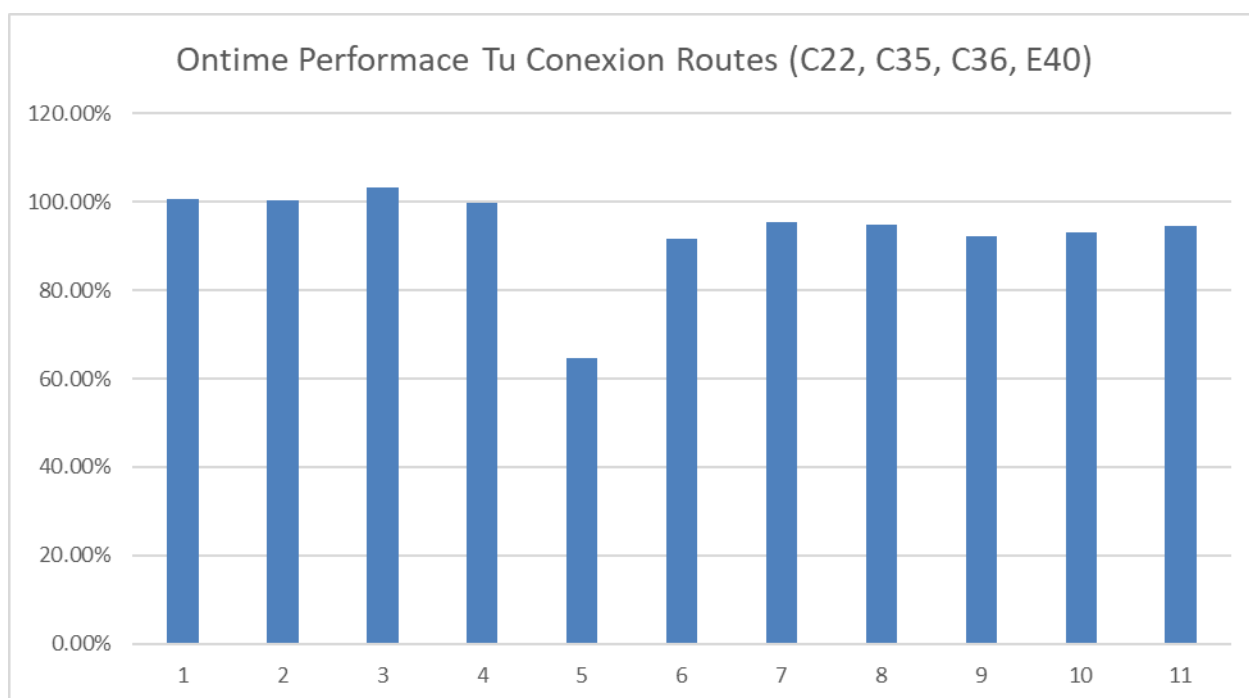
METROBUS

First Transit Puerto Rico		
Billed Hours Verification Report		
		
Month	On Time Performace	Missed Hours %
May 2017	100.73%	-0.73%
Jun 2017	100.29%	-0.29%
Jul 2017	103.17%	-3.17%
Aug 2017	99.77%	0.23%
Sep 2017	70.50%	29.50%
Oct 2017	105.82%	-5.82%
Nov 2017	101.45%	-1.45%
Dec 2017	100.45%	-0.45%
Jan 2018	99.95%	0.05%
Feb 2018	100.07%	-0.07%
Mar 2018	100.22%	-0.22%




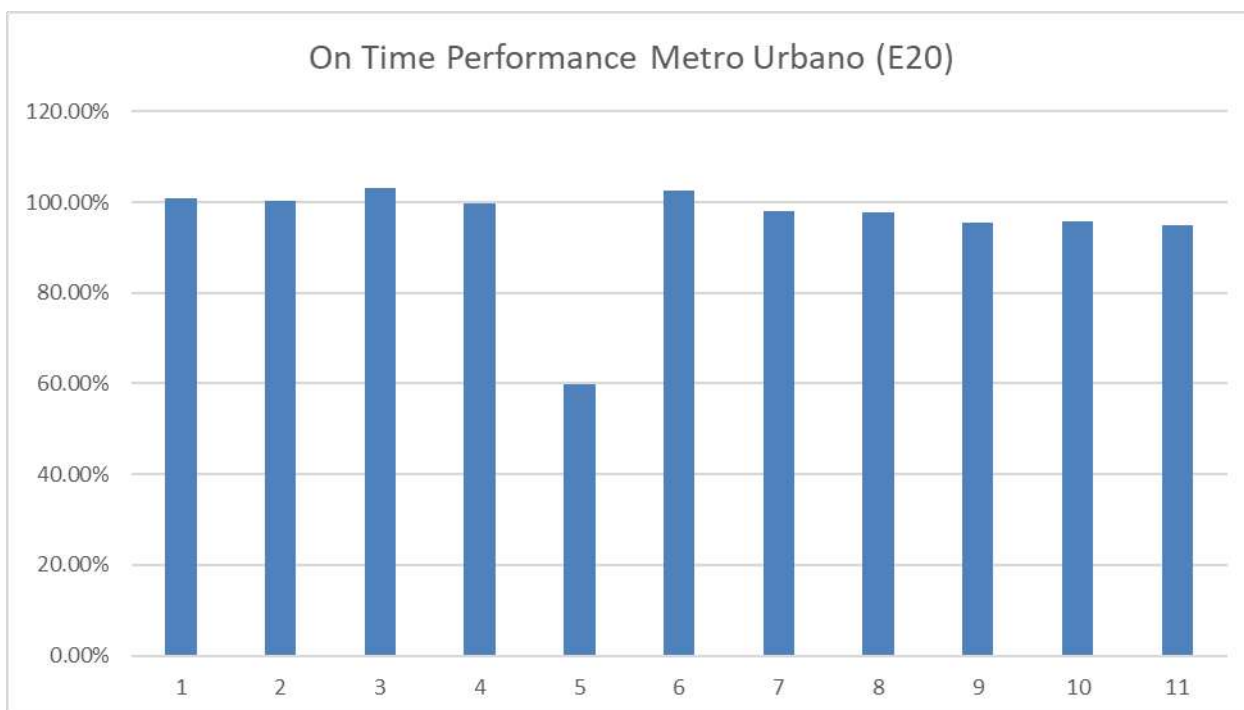
Title VI Program
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First Transit Puerto Rico		
On Time Performance		
		
Month	On Time %	Missed Hours %
May 2017	100.73%	-0.73%
Jun 2017	100.29%	-0.29%
Jul 2017	103.17%	-3.17%
Aug 2017	99.77%	0.23%
Sep 2017	64.57%	35.43%
Oct 2017	91.62%	8.38%
Nov 2017	95.39%	4.61%
Dec 2017	94.74%	5.26%
Jan 2018	92.23%	7.77%
Feb 2018	93.20%	6.80%
Mar 2018	94.40%	5.60%



Title VI Program
2021-2023

First Transit Puerto Rico		
Billed Hours Verification Report		
METRO URBANO 		
Month	Billed Hours %	Missed Hours %
May 2017	100.73%	-0.73%
Jun 2017	100.29%	-0.29%
Jul 2017	103.17%	-3.17%
Aug 2017	99.77%	0.23%
Sep 2017	59.85%	40.15%
Oct 2017	102.46%	-2.46%
Nov 2017	97.96%	2.04%
Dec 2017	97.64%	2.36%
Jan 2018	95.53%	4.47%
Feb 2018	95.76%	4.24%
Mar 2018	94.94%	5.06%



d. Service availability

TREN URBANO

Service availability is a general measure of the distribution of routes within a transit provider's service area. Tren Urbano is currently composed of a single fixed route. Currently, there are no plans for expansion.

The Tren Urbano system is the backbone of the Metropolitan area collective transportation system extending 10.7-mile (17.2 km) in a fully automated rapid transit heavy rail system. The system operates thru the municipalities of San Juan (Río Piedras, Hato Rey and Santurce), Bayamón and Guaynabo. Tren Urbano consists of 16 stations along a single line of elevated guideway (52%), leveled tracks (40%) and underground tunnels (8%) and an Operations and Administration Building.

Tren Urbano facilities offers 2,735 parking spaces for its patrons free of charge along the alignment, which can be found in six (6) of its stations, namely:

Station Name	Number of spaces	Handicapped Spaces	Total Number of Spaces
Bayamón	471	9	480
Jardines	120	8	128
Torrimar	56	2	58
Martinez Nadal	1,205	23	1,228
San Francisco	502	17	519
Cupey	309	13	322
Total			2,735

METROBUS

The seven (7) routes serve specific areas through the Metropolitan Area.

- **T3** serve from Sagrado Corazón Station in Santurce to Covadonga Terminal in Old San Juan (via Ponce de León Avenue)
- **E10** serve from Sagrado Corazón Station in Santurce to Covadonga Terminal in Old San Juan (via Muñoz Rivera Avenue)
- **E20** serve from Campanilla Terminal in Toa Baja to Bayamón Station in Bayamón
- **E40** serve from Piñero Station in Hato Rey to Luis Muñoz Marín International Airport in Carolina
- **C35** serve from Sagrado Corazón Station in Santurce to Puerto Rico Convention District in Miramar
- **C36** serve from Sagrado Corazón Station in Santurce to Isla Verde in Carolina
- **C22** serve from Sagrado Corazón Station in Santurce to Roberto Clemente Coliseum in Hato Rey

Service availability standard

TREN URBANO

The 16 Tren Urbano station strategically are located in heart of the business and economic center of the Island, as well as the main universities, hospitals, Coliseums and Arenas, and the majority of them provide intermodal connections to some or all of the following: the Metropolitan Bus Authority, Metrobus, carros públicos, municipal shuttles, private shuttles and Taxis.

The Sagrado Corazón Station serves mainly the Santurce community. Important institutions within the area include: the Minillas Government Center, Fine Arts Center, Isla Grande Airport, along with many other government institutions. Several educational institutions are also found throughout Santurce, including the Sagrado Corazón University to the south, one of Puerto Rico's largest private universities with approximately 5,600 students. Additionally, a host of other civic, professional, and social institutions are based in Santurce, including those at the southern end along the Martin Peña Channel, such as the United Way, San Juan Central Park, the Equestrian Center, and the YMCA.

Four of the Tren Urbano stations, Hato Rey, Roosevelt, Domenech and Pinero, serve the Hato Rey area, Puerto Rico's business and financial center, known as the "Milla de Oro" (the Golden Mile). This area contains the largest collection of banks, accounting firms, insurance companies, and law firms on the Island. Due to its concentration of commercial and institutional uses, high residential density, and central location, Hato Rey is considered the spine of the metropolitan area. Among the civic and governmental institutions in Hato Rey are: The Federal Offices building, the Judicial Center, the Department of Labor and several hospitals (Hospital Auxilio Muto and Hospital Pavia), Universities such as, Polytechnic University of Puerto Rico, Junior Colleges and technical schools, churches, and professional organizations and the Puerto Rico Coliseum.

Universidad station serves the student community of Rio Piedras, with access to the main campus of the state-owned University of Puerto Rico (UPR), one of the island's largest educational institutions, The UPR houses the Colleges of Business Administration, Education, General Studies, Humanities, and Natural Sciences, and the Schools of Social Work, Architecture, Planning, and Law, as well as several other graduate and undergraduate schools. UPR educates or employs approximately 22,500 students, faculty, and personnel.

The Rio Piedras station serves the Rio Piedras community, once a separate municipality, now part of the Municipality of San Juan.

This community still has a traditional town center. Land uses within Rio Piedras include high density commercial development along major transportation routes. Other major uses include the Plaza de Recreo, Plaza de Convalecencia, and the Paseo de Diego, a three-block pedestrian street connecting the area's most active commercial streets, De Diego and Ponce de León Avenues. Surrounding the town center are dense, low-rise residential neighborhoods, along with schools and other smaller institutional uses.

The Cupey station is located in an area for future development as a scientific research center, and is currently near Ana G. Mendez private learning institution with over 12,000 students. Also, near are and Solid Waste Authority, Environmental Quality Board,

Department of Natural Resources & Environment. It also serves the Interamerican University through a private shuttle service.

The Centro Médico station is Puerto Rico's main and largest medical center, Centro Médico is one of the major employment centers in the region. In addition to containing the largest concentration of medical facilities in Puerto Rico, the Centro Médico area is located at the geographic center of the San Juan Metropolitan Area. Surrounded by dense, low-rise residential development, a dense cluster of medical facilities including the Municipal Hospital, Industrial Hospital, Oncologic Hospital, Pediatric Hospital, Psychiatric Hospital, Cardiovascular Center, the Health Department, Medical and Nursing Schools, the University Hospital, the Veterans Administration Hospital, Institute of Forensic Sciences, the Red Cross and several major specialized hospitals are located at the center.

San Francisco station is near Workmen's Compensation offices and its appellate division, the Industrial Commission, Veterans Administration Hospital, and the Metropolitan Bus Authority's (MBA) central offices and maintenance garage.

Las Lomas, Torrimar and Jardines stations serve residential and commercial areas. West of Centro Medico are several dense residential neighborhoods representing various income levels, from the relatively affluent communities such as Garden Hills and Torrimar to the west, to residents in more modest housing developments such as Las Lomas and Vista Hermosa to the south. Also located in this area are commercial and industrial uses and institutions such as the Hogar Del Niño juvenile detention facility and the Metropolitan Hospital.

The Martínez Nadal station is near the Tren Urbano Operations and Administration facility, this facility includes shop areas for vehicle maintenance and storage.

The Deportivo and Bayamón stations are near a major shopping area and within the Bayamón city area. Commercial uses are concentrated along major streets and avenues. Major uses include: the New City Hall, the Sports Complex, the Judicial Center, the Civil Defense Center, a municipal hospital, and Virgilio Dávila, a major public housing

development. Further south of this area lie more than 40 urbanizations (suburban subdivisions), including Santa Rosa, Santa Juanita, and Hermanas Dávila.



METROBUS

The seven routes serve as feeders to Tren Urbano heavy rail system. **Route T3** begins at Sagrado Corazón Station, running through Ponce de León Ave., passing by Centro de Bellas Artes, the Capitol of Puerto Rico, the Department of Treasury and ending at Covadonga Terminal in Old San Juan, which gives access to the Old City and to maritime terminals that connect to Cataño.

Route E10 begins also at Sagrado Corazón Station and runs through Muñoz Rivera expressway with no stops until reaching Old San Juan. It also gives access to the Capitol of Puerto Rico, the Department of Treasury, ending also at Covadonga Terminal in Old San Juan.

Route E20 serve from Campanilla Terminal in Toa Baja to Bayamón Station. It is a BRT service that extends the train system service to the North area of the Island.

Route E40 runs from Piñero Station, stopping at the Mall of San Juan and LMM International Airport.

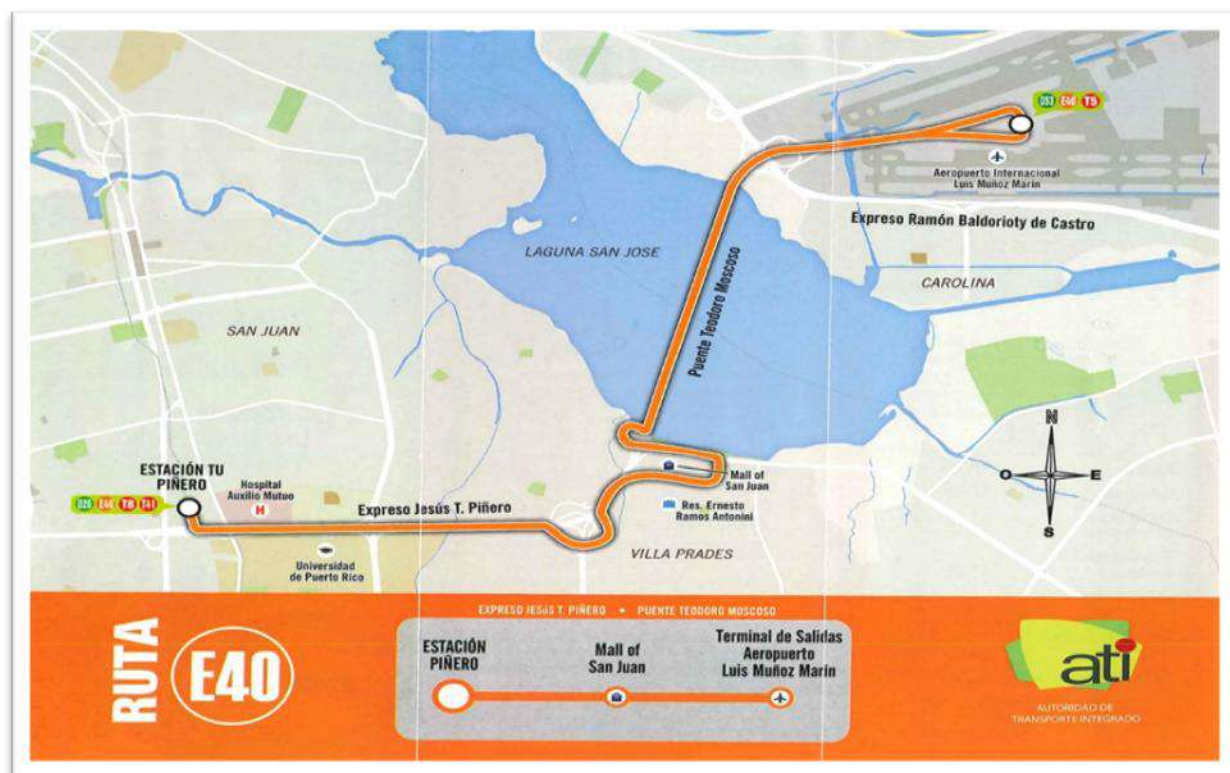
Route C35 begins at Sagrado Corazón Station, stopping at Hoare Medical Dispensary, Puerto Rico Convention District and returning via Ponce de León Avenue.

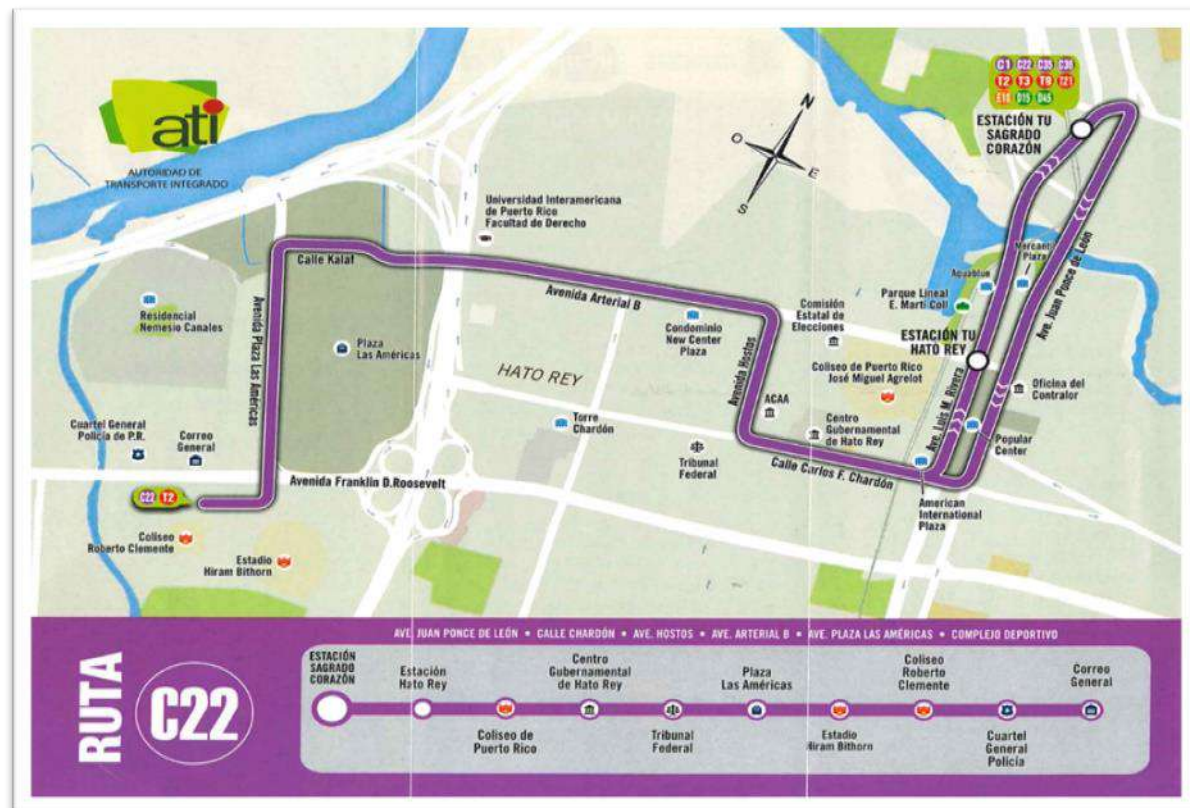
Route C36 starts at Sagrado Corazón Station, servicing Villa Palmeras, Barrio Obrero, Luis Lloréns Torres and Isla Verde.

Route C22 begins at Sagrado Corazón Station, stopping at JMA Coliseum, Federal Court Building and Plaza las Américas Mall. It also gives access to General Police Headquarter Building in Hato Rey.

For Metrobus, the operation consists of seven (7) bus routes within a specific area in San Juan, as shown:





































ii. SERVICE POLICIES

a. Transit Amenities and Distribution of Transit Amenities

TREN URBANO

Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. In its original design of Tren Urbano, PRHTA made provisions for equitable distribution of transit amenities for each mode in line with design capacity for each station. Currently, some of these amenities have been affected as a result of Hurricanes Irma and Maria and are in the process of repair. A list of transit amenities is included per station.

Station's Amenities														
Station	 Station Entry Canopy	 Platform Configuration	 Station Configuration	 Weather Protection	 Wind Screen	 Stairs	 Emergency Stairs	 SCB	 Customers Service Shop	 Concessions	 Parking Spaces	 Bus Transfers	 Bus stop Canopies	 Bike Racks
BA	X	Central	Elevated	X	4	3	0	2		5	480	X	X	1 RACK / 4EA
DE	X	Split	Elevated	X	0	2	2	1		2			X	1 RACK / 3EA
JA	X	Central	At grade	X	0	2	1	1		0	128		X	1 RACK / 2EA
TO	X	Split	At grade	X	0	4	0	2		1	58		X	1 RACK / 2EA
MN	X	Central	At grade	X	3	1	1	1		3	1228	X	X	1 RACK / 3EA
LL	X	Split	Elevated	X	6	2	2	1		2				1 RACK / 2EA
SF	X	Central	Elevated	X	2	2	2	1		5	519	X	X	1 RACK / 2EA
CM	X	Central	At grade	X	0	2	1	1		1		X	X	1 RACK / 4EA
CU	X	Split	Elevated	X	0	5	2	2		2	322			1 RACK / 4EA
RP	X	Central	Underground	X	0	6	5	2	X	1				0
UP	X	Central	Underground	X	0	5	4	2		0				2 RACKS / 2 EA
PI	X	Split	Elevated	X	6	2	2	1		0		X	X	1 RACK / 2 EA
DO	X	Split	Elevated	X	6	2	2	1		1				1 RACK / 2 EA
RO	X	Split	Elevated	X	0	4	2	2		2				1 RACK / 3 EA
HR	X	Central	Elevated	X	3	4	0	3		1			X	1 RACK / 1 EA
SC	X	Central	Elevated	X	3	4	0	2		4		X	X	1 RACK / 2EA

Station's Amenities														
Station	 Public Art	 Signage	 Map Cases	 Station's Benches	 Trash Receptacles	 Platform Benches	 Platform Lighting	 Elevators	 Escalators	 CCTV	 Public Announcement Speakers	 Variable Message Signs	 TVMs	 Barriers
BA	X	X	16	48	23	8	736	1	3	18	215	11	8	14
DE	X	X	8	7	12	5	736	2	3	15	210	11	4	9
JA	X	X	12	28	18	24	736	1	1	15	124	6	3	5
TO	X	X	14	20	33	12	736	4	2	20	229	12	4	10
MN	X	X	12	37	36	5	736	1	1	13	132	7	4	6
LL	X	X	10	11	25	6	736	2	2	12	143	10	2	5
SF	X	X	10	16	17	4	736	1	1	19	151	6	3	5
CM	X	X	10	24	15	6	736	1	2	13	124	7	6	10
CU	X	X	16	8	10	6	736	3	6	15	187	14	5	10
RP	X	X	22	4	12	4	736	4	8	20	200	14	8	14
UP	X	X	18	3	13	3	736	3	6	18	193	11	4	10
PI	X	X	10	10	21	6	736	2	2	16	175	12	3	10
DO	X	X	9	8	15	8	736	2	2	10	148	12	3	5
RO	X	X	20	15	25	10	736	2	4	20	154	14	6	10
HR	X	X	20	8	14	6	736	2	4	16	138	11	8	19
SC	X	X	23	17	31	6	736	2	4	17	132	10	6	15

Tren Urbano stations have different configurations, at grade, elevated and underground stations with center or side platforms, all stations provide the same type of amenities. The following are the amenities provided in the Tren Urbano stations:

- **Station Entry Canopy** - A station entry canopy with standard system identification is provided.
- **Escalators, Stairs and Elevators**
 - 1). Where changes in level occur, escalators, stairs and elevators are provided.

- 2). Elevators or ramps are available in all stations where change in level occurs, from the street level to platform, from the street level to mezzanine level and from mezzanine level to each platform level, to provide access for maintenance equipment and those patrons who would have difficulty using stairs or escalators.
- **Weather Protection** - Protection from the sun, wind, and rain is provided for the following:
 - 1) Public stairs/ramps within the station
 - 2) Escalators
 - 3) Elevators
 - 4) Fare vending equipment
 - 5) Map viewing areas
 - 6) Partial platform area
 - 7) Bus and Público waiting areas
 - **Platform Service Module** - Platform Service Module extends through the entire length of the platform and incorporates the following service-related elements in order to provide viable and safe public transportation.
 - 1) **Public Announcement Speakers (PA)**
Public Address systems are provided in each passenger station and shall cover all public and ancillary areas.
 - 2) **Variable Message Signs (VMS)**
Variable Message Sign (VMS) equipment is provided at each passenger station to complement the audio Public Address system function. Every scheduled passenger station Public Address message or announcement has a VMS version displayed at the station terminals of similar informational content.
 - 3) **Emergency strobe light & Audible Alarms**
Station Supervisory Control (SCS) System Field Equipment including Emergency Strobe Lights and Audible Alarms are installed in all passenger stations and in the underground line sections. This equipment shall interact with the Operations Control Center (OCC) Supervisory Control and Data Acquisition (SCADA) control system to enable the control of local equipment and to display status and alarm conditions at the OCC.
 - 4) **CCTV**
Each passenger station is provided with a Closed-Circuit Television (CCTV) System to enable the Station Control Booth (SCB) operators to continuously view designated areas of the station. The CCTV system shall provide the SCB operator with the ability to monitor train operation at the station, patron densities and movement, incidents, and emergency situations.

5) Lighting

The module includes a continuous edge light element and signage directly above and close to the platform edge, which is the most critical point of station with regard to safety.

- **System Standard Platform Canopy for Elevated, At Grade and Retained-Cut Stations** - Platform canopy is provided for all Tren Urbano outdoor stations, protecting the full width and 66 percent of the platform length.
- **System Standard Windscreens for Elevated, At Grade Stations and Retained Cut Stations**
 - 1) To protect patrons from wind-blown rain, transparent windscreens are provided on aerial and retained-cut station platforms.
 - 2) A minimum of 10 percent of the platform length shall be protected. Avoid drip lines over traveled pathways.
- **System Standard Platform Seating**
 - 1) Provide seating at platform level.
 - 2) Benches are placed in three or more covered platform locations. One bench is located near each public entry point to the platform, including the elevators.
 - 3) Benches are arranged so that they do not interfere with patron circulation or emergency exiting.
- **System Standard Trash Receptacles**
 - 1) Trash receptacles are provided at key points where people stop; station entrance, vending machines, fare gates, mezzanines, seating areas, and platform areas – a minimum of one trash receptacle per vending area and four per platform.
 - 2) Maximum travel distance between trash receptacles shall not exceed 18 m at platform area.
 - 3) Minimum capacity of combined fare vending and platform trash receptacles shall be 0.45 L x peak hour entraining and detraining load.
- **System Standard Ash Receptacles** – Ash receptacles are provided only at station's entrance free area, where a "No Smoking" sign will be posted.
- **System Standard Map Cases**
 - 1) Map cases are provided at station's free area, paid area, mezzanine and platform area.
 - 2) Number of units required: 3 at station's free area; 3 at station's paid area; 3 at mezzanine level, and 2 per platform.
 - 3) Map cases shall be located so they do not obstruct platform circulation, emergency egress or reduce visibility.
- **Fare Collection**
 - 1) The fare collection concept for the Tren Urbano is self-service.

- 2) There will be physical separation between a "free" area and a "paid" area of a station.
 - 3) Ticket vending machines (TVMs) and barriers will be provided at each station.
- **Park-and-Ride Facilities**
 - 1) Park-and-ride facilities are provided at designated stations only.
 - 2) The amount of parking space at a particular station will depend upon the traffic potential, the ability of the street system to feed the station, and availability of land.
 - 3) The Authority will determine the amount of parking space at stations.
 - **Bus Transfer**

Bus Transfers are provided at designated stations only.
 - **Queuing Distance Requirements** – are provided as shown in the table below at all Tren Urbano Stations. Queuing distances shall not overlap.

METROBUS

The seven (7) routes are operated by a private company, First Transit, Inc. under contract with PRHTA. The terminals are established by the Metropolitan Bus Authority (MBA) and Metrobus share them with the MBA. Bus shelters and stops are also shared with MBA. All shelters are covered and distributed throughout the route on a pre-set system; however, not all stops have shelters. The Municipality of San Juan provides all the bus shelters through a private contractor. They make the determination on which stops will have shelters based on the physical constraints and locations.

Transit Security

TREN URBANO

The security is rendered by private security under contract. They provide security 24/7 during the system's revenue and non-revenue hours. Their service covers, but it is not limited, to the following areas:

- The Operations Control Center, base headquarters
- Shop areas
- Administration office building
- Roving patrol/Supervisor
- Stations, platforms and parking areas

Security services are provided with armed and unarmed personnel. These security personnel are trained in security, safety, and operational aspects of Tren Urbano and have to be certified by the operating contractor before they are allowed to provide services in a station or around trains. The private security is composed of one hundred and forty-two (142) guards, distributed as follows:

- Unarmed Guards: 71
- Armed Guards: 71

Weekly meetings with the private security company, contractor's operation representatives and administration staff are coordinated by the Authority. The private security officers also cover the security services for special events.

METROBUS

Security is provided by armed personnel of a contracted private security company. It consists of three (3) shifts of one officer in the Operation and Maintenance building in Guaynabo and three (3) shifts of one officer in the Campanilla Terminal in Toa Baja.

Closed Circuit Television System

TREN URBANO

A Closed-Circuit Television System (CCTV) is installed in all Tren Urbano stations to assist in monitoring of events throughout the entire system. In each station, cameras are mounted and located to allow observation of inbound and outbound platforms, escalators, elevators, station control booth area, turnstiles, and fare vending equipment. On average, twelve (12) cameras are installed in each station. The actual number of cameras in each individual station is determined by actual station configuration to maximize the safety and security of Tren Urbano patrons, employees, and property. In addition to the stations, twenty (20) cameras are installed in the Maintenance and Storage Yard to monitor security and equipment at that location.

The CCTV control and monitoring equipment is located at the Operations Control Center (OCC) in the Operations and Administration Building (O & A) located near the

Martinez Nadal station. From the OCC, the operators can direct any video image within the system to any CCTV system monitor in the OCC.

The station control booths, located at each station entrance, are equipped with two 20-inch monitors in “quad” format. One monitor permanently displays the four (4) platform views while the other monitor cycles through the remaining views not locally visible to the Station Attendant.

Through an American Recovery and Reinvestment Act (ARRA) grant the Authority funded improvement to the existing CCTV system. These improvements were completed in December 2010. A Digital Closed-Circuit Television (DCCTV) system is implemented in eight (8) of the sixteen (16) stations, and at the O&A Building.

It is working with the identification of funds for the installation of the system (DCCTV) in eight (8) stations remaining. The system has the capability of camera movement, infrared vision, and recording. The improvements project added a total of twenty-four (24) pan-tilt-zoom (PTZ) cameras and twelve (12) infrared cameras. Two recorders were provided to allow real time recordings from anyone of the cameras located at the stations included in the improvements project, for periods up to 720 hours (30 days).

A Closed-Circuit Television System (CCTV) is installed in all Tren Urbano stations to assist in monitoring of events throughout the entire system. In each station, cameras are mounted and located to allow observation of inbound and outbound platforms, escalators, elevators, station control booth area, turnstiles, and fare vending equipment. On average, twelve (12) cameras are installed in each station. The actual number of cameras in each individual station is determined by actual station configuration to maximize the safety and security of Tren Urbano patrons, employees, and property. In addition to the stations, twenty (20) cameras are installed in the Maintenance and Storage Yard to monitor security and equipment at that location.

The CCTV control and monitoring equipment is located at the Operations Control Center (OCC) in the Operations and Administration Building (O & A) located near the Martinez Nadal station. From the OCC, the operators can direct any video image within the system to any CCTV system monitor in the OCC.

The station control booths, located at each station entrance, are equipped with two 20-inch monitors in “quad” format. One monitor permanently displays the four (4) platform views while the other monitor cycles through the remaining views not locally visible to the Station Attendant.

Through an American Recovery and Reinvestment Act (ARRA) grant the Authority funded improvements to the CCTV system. These improvements included a Digital Closed-Circuit Television (DCCTV) system implemented in eight (8) of the sixteen (16) stations, and at the O&A Building with the capability of camera movement, infrared vision and recording. The improvements project added a total of twenty-four (24) pan-tilt- zoom (PTZ) cameras and twelve (12) infrared cameras. Two recorders were provided to allow real time recordings from anyone of the cameras located at the stations included in the improvements project, for periods up to 720 hours (30 days).

Additional funds have been identified to renovate remaining eight (8) stations. The project is currently under a request for proposal process.

METROBUS

Not applicable.

b. Vehicle assignment

TREN URBANO

Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider’s system. Tren Urbano is currently composed of a single fixed route and the fleet composition is of the same make, model and year. Currently there are no plans for transit rail expansion or rolling stock procurement.

METROBUS

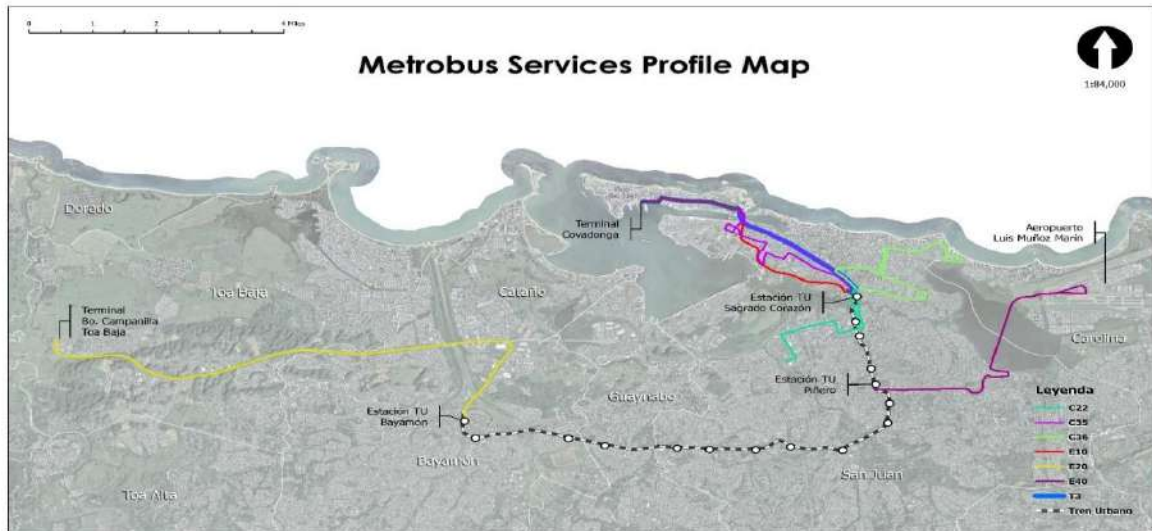
The Metrobus fleet is composed of forty-nine (49) buses:

- Twenty (20) 2009 Gillig- for T3 and E10 routes operation

Title VI Program
2021-2023

- Ten (10) 2012 Glaval- for E20 rote operation
- Nineteen (19) 2012 Ford- Glaval- for E40, C35, C36 and C22 routes operation

iii. Demographic and Service Profile Maps and Charts



Demographic Ridership and Travel Patterns

Due to Puerto Rico's unique situation as a Hispanic jurisdiction, no major procedures have been implemented in order to analyze impact on minority population, because service affects an almost entirely minority population, as 99% is Hispanic. Of these, 53.8% were in poverty. (*Attachment K - U.S. Census American Fact Finder (Puerto Rico) Hispanic or Latino by Type: 2010 and Attachment K-1 - Selected Characteristics of People at Specified Levels of Poverty in the Past 12 months (2012-2016) American Community Survey*)

For Tren Urbano (TU), the service area covers the municipalities of San Juan, Bayamón and Guaynabo. First Transit operates Metrobus, with seven fixed routes in the San Juan Area. In terms of poverty, these municipalities have 42.4%, 34.4% and 22.5% of its population respectively under poverty level (*See Attachment L - San Juan Zona Urbana, Bayamón Zona Urbana and Guaynabo Zona Urbana Selected Economic Characteristics 2012-2016 American Community Survey 5-year Estimates*).

The most recent survey done by the Tren Urbano operator on 2016 states that 59.5% of the Tren Urbano users are under poverty levels. Also, 76.6% of the surveyed users stated annual household incomes below \$25,000. Of these, 25.4% of the service users stated having incomes no greater than \$10,000 per year, while 21.3% indicated having annual incomes between \$10,000 and \$14,999. Another 26.5% stated \$15,000 to \$24,999. In the higher income brackets, 8.2% indicated having annual per household incomes between \$25,000 and \$34,999; while 6.0% pertained to those with household incomes between \$35,000 and \$49,999. Only 12.70% indicated having an annual household income of \$50,000 or more. (*Attachment M - Tren Urbano Title VI Requirement Survey April 2017*)

Both TU and First Transit operations have a fixed route, which serves a set population under the same conditions, regardless of income.

Results of Monitoring Program and Report

TREN URBANO

The Tren Urbano provides services in a fixed route that serves both low-income sectors and economically advantaged sectors of the San Juan Metropolitan area with 16 stations. The service provided shall comply with the on-time performance and missed trips standard established in the service contract.

On-time performance and trip completion indicators are monitored in real time at the Tren Urbano Operation Control Center (OCC) by the Operating Contractor. When OCC personnel identify a trip, which complies with the criteria established in TU Contract to be considered off-schedule or missed trip, the OCC administrative personnel generate a Delay report in Rail Focus (MIDSS system). The Incident Management division evaluates and validates on a daily basis vehicles operation data obtained from the OCC systems and compares the results with the delays report in Rail Focus to ensure that all off-schedule and missed trips are captured in the final report.

In a monthly basis the Incident Management Personnel generates an On-Time Performance and Missed Trips report based on the Delays Incident in Rail focus identifying all the observed off-schedule and missed trips and classifying them as valid delays or exceptions.

This report is submitted to Authority for review and comments. When ACI receives the Authorities comments they will issue any revisions and/or clarification. The Authority validates this report through a process of offsets and incentives to the O&M Contract Base Compensation.

METROBUS

The Metrobus system provides service to seven (7) routes that serve both, low-income neighborhoods and economically advantage sectors; commercial and tourism areas among others. The services shall adhere to the schedules established.

The Authority's Intermodal Office performs monitoring of the Metrobus service in the following areas: frequency of service, passengers boarding and exiting the vehicles, and

inspection of the units in terms of safety, security and comfort of the passengers. This monitoring procedure is performed sporadically. Service Contract does not specify the monitoring scheduling and/or programming.

The results obtained from the sporadic monitoring are summarized and submitted to the operating contractor for their knowledge and appropriate action. Priority is given to any finding or situation that could harm the service and/or the users.

XI. MAJOR SERVICE CHANGE AND FARE EQUITY POLICY

The purpose of the Major Service Change and Fare Service Equity Policy is to a) define thresholds for determining major service changes, and b) determine whether potential fare and major service changes will have a disparate impact based on race, color, or national origin, or disproportionate burden on low-income populations.

These thresholds and determinations are required by Federal law, as described in Federal Transit Administration (FTA) Circular 4702.1B, “Title VI Requirements and Guidelines for Federal Transit Administration Recipients”, which became effective October 1, 2012. The Circular requires any FTA recipient that operated 50 or more fixed route vehicles in peak service and serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact.

The Puerto Rico Highway and Transportation Authority (**PRHTA**), in its efforts to ensure Title VI Compliance, adopted as part of their administrative procedure, local guidelines for service changes and fares increases, which are included in this document. Major Service changes require a public meeting announcement. It is the policy of PRHTA to solicit and consider public comment from private transportation providers, private citizens, appropriate boards, committees and commissions before implementing fare changes and/or major service changes pursuant to their public transportation system.

The Fare Change and Major Service Change Policy defines thresholds for determining whether potential fare and major service fare and major service changes will have an adverse effect based on possible:

- **Fare Changes-** Increase/Decrease- require public hearing and public outreach for comments on possible changes.
- **Major Service Changes-** 25% or more change- increase or decrease- in revenue, miles, revenue hours or ridership based on most recent route survey or sample.
- **Disparate Impact-** Analysis of race, color, or national origin within the service area- 20% or more changes.
- **Disproportionate Burden-** Analysis of low-income populations within the service area-20% or more changes.

Determination as to whether or not a modification constitutes a major change is determined on a case-by-case basis, with the exemption of total elimination of service which is automatically considered a major service reduction.

Prior to implement a major service change or a fare change in service, citizens are notified in a newspaper of general circulation in the urbanized area, radio, or Agency's web page A public meeting will be conducted in the impacted areas in order to comply with the state and federal regulations.

The notice will contain the description of the contemplated fare change or major service change, the time and the place of the hearing. Public transportation users will be notified through placards or notices on the vehicles, the bus stop, and all transit centers.

Exemptions:

The major service change thresholds exclude any changes to service that caused by the following:

- **Initiation/ Discontinuance of Temporary or Demonstration Services-** that will be or has been in effect for less than one year.
- **Initiation/ Discontinuance of any Promotional Fare**

- **Natural or Catastrophic Disaster-** Forces of nature such earthquake, fires, hurricanes, or other natural disasters or human-caused catastrophic disasters that may force a suspension of transit service for public safety or technical events.
- **Temporary Route Detours-** A short-term change to a route caused by road construction, routine road maintenance, road closures, emergency road conditions, civil demonstrations, or any uncontrollable circumstance.



XII. ATTACHMENTS

ATTACHMENT A

The United States Department of Transportation (USDOT)

Standard Title VI/Non-Discrimination Assurances

DOT Order No. 1050.2A

The Puerto Rico Highway and Transportation Authority (PRHTA) (herein referred to as the “Recipient”), **HEREBY AGREES THAT**, as a condition to receiving any Federal financial assistance from the United States Department of Transportation (DOT), through the **Federal Highway Administration (FHWA) and Federal Transit Administration (FTA)**, is subject to and will comply with the following:

Statutory/Regulatory Authorities

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
- 49 C.F.R. Part 21 (entitled *Nondiscrimination In Federally-Assisted Programs Of The Department Of Transportation—Effectuation Of Title VI Of The Civil Rights Act Of 1964*);
- 28 C.F.R. section 50.3 (U.S. Department of Justice Guidelines for Enforcement of Title VI of the Civil Rights Act of 1964);

The preceding statutory and regulatory cites hereinafter are referred to as the “Acts” and “Regulations,” respectively.

General Assurances

In accordance with the Acts, the Regulations, and other pertinent directives, circulars, policy, memoranda, and/or guidance, the Recipient hereby gives assurance that it will promptly take any measures necessary to ensure that:

*“No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity,” for which the Recipient receives Federal financial assistance from DOT, including the **FHWA** and **FTA**.*

The Civil Rights Restoration Act of 1987 clarified the original intent of Congress, with respect to Title VI and other Non-discrimination requirements (The Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973) by restoring the broad, institutional-wide scope and coverage of these non-discrimination statutes and requirements to include all programs and activities of the Recipient, so long as any portion of the program is Federally assisted.

Specific Assurances

More specifically, and without limiting the above general Assurance, the Recipient agrees with and gives the following Assurances with respect to its Federally assisted **Federal Highway and FTA Programs**:

1. The Recipient agrees that each “activity,” “facility,” or “program,” as defined in §§ 21.23 (b) and 21.23 (e) of 49 C.F.R. § 21 will be (with regard to an “activity”) facilitated or will be (with regard to a “facility”) operated, or will be (with regard to a “program”) conducted in compliance with all requirements imposed by, or pursuant to the Acts and the Regulations.
2. The Recipient will insert the following notification in all solicitations for bids, Requests For Proposals for work, or material subject to the Acts and the Regulations made in connection with all **FHWA and FTA Programs** and, in adapted form, in all proposals for negotiated agreements regardless of funding source:

“The Puerto Rico Highway and Transportation Authority (PRHTA), in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.”

3. The Recipient will insert the clauses of Appendix A and E of this Assurance in every contract or agreement subject to the Acts and the Regulations.
4. The Recipient will insert the clauses of Appendix B of this Assurance, as a covenant running with the land, in any deed from the United States effecting or recording a transfer of real property, structures, use, or improvements thereon or interest therein to a Recipient.

5. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the Assurance will extend to the entire facility and facilities operated in connection therewith.
6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the Assurance will extend to rights to space on, over, or under such property.
7. That the Recipient will include the clauses set forth in Appendix C and Appendix D of this Assurance, as a covenant running with the land, in any future deeds, leases, licenses, permits, or similar instruments entered into by the Recipient with other parties:
 - a. for the subsequent transfer of real property acquired or improved under the applicable activity, project, or program; and
 - b. for the construction or use of, or access to, space on, over, or under real property acquired or improved under the applicable activity, project, or program.
8. That this Assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property, or interest therein, or structures or improvements thereon, in which case the Assurance obligates the Recipient, or any transferee for the longer of the following periods:
 - a. the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or
 - b. the period during which the Recipient retains ownership or possession of the property.
9. The Recipient will provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub-recipients, sub-grantees, contractors, subcontractors, consultants, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Acts, the Regulations, and this Assurance.
10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Acts, the Regulations, and this Assurance.

By signing this ASSURANCE, Puerto Rico Highway and Transportation Authority (PRHTA), also agrees to comply (and require any sub- recipients, sub-grantees, contractors, successors, transferees, and/or assignees to comply) with all applicable provisions governing the **FHWA** and **FTA** access to records, accounts, documents, information, facilities, and staff. You also recognize that you must comply with any program or compliance reviews, and/or complaint investigations conducted by the **FHWA** and **FTA**. You must keep records, reports, and submit the material for review upon request to **FHWA** and **FTA**, or its designee in a timely, complete, and accurate way. Additionally, you must comply with all other reporting, data collection, and evaluation requirements, as prescribed by law or detailed in program guidance.

Puerto Rico Highway and Transportation Authority (PRHTA) gives this ASSURANCE in consideration of and for obtaining any Federal grants, loans, contracts, agreements, property, and/or discounts, or other Federal-aid and Federal financial assistance extended after the date hereof to the recipients by the U.S. Department of Transportation under the **Federal Highway and FTA Programs**. This ASSURANCE is binding on **Florida**, other recipients, sub-recipients, sub- grantees, contractors, subcontractors and their subcontractors', transferees, successors in interest, and any other participants in the **Federal Highway and FTA Programs**. The person (s) signing below is authorized to sign this ASSURANCE on behalf of the Recipient.

Puerto Rico Highway and Transportation Authority
(Name of Recipient)

by: _____

Eileen M. Vélez Vega, PE
Secretary

Department of Transportation and Public Works

Appendix A

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the “contractor”) agrees as follows:

1. **Compliance with Regulations:** The contractor (hereinafter includes consultants) will comply with the Acts and the Regulations relative to Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation, **Federal Highway Administration**, as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.
2. **Non-discrimination:** The contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21.
3. **Solicitations for Subcontracts, Including Procurements of Materials and Equipment:** In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor’s obligations under this contract and the Acts and the Regulations relative to Non-discrimination on the grounds of race, color, or national origin.
4. **Information and Reports:** The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient or the **Federal Highway Administration** to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the Recipient or the **Federal Highway Administration**, as appropriate, and will set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of a contractor’s noncompliance with the Non-discrimination provisions of this contract, the Recipient will impose such contract sanctions as it or the **Federal Highway Administration** may determine to be appropriate, including, but not limited to:
 - a. withholding payments to the contractor under the contract until the contractor

complies; and/or

b. cancelling, terminating, or suspending a contract, in whole or in part.

6. **Incorporation of Provisions:** The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the Recipient or the **Federal Highway Administration** may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

Appendix B

CLAUSES FOR DEEDS TRANSFERRING UNITED STATES PROPERTY

The following clauses will be included in deeds effecting or recording the transfer of real property, structures, or improvements thereon, or granting interest therein from the United States pursuant to the provisions of Assurance 4:

NOW, THEREFORE, the Department of Transportation as authorized by law and upon the condition that the Puerto Rico Highway and Transportation Authority (PRHTA) will accept title to the lands and maintain the project constructed thereon in accordance with laws of Puerto Rico, the Regulations for the Administration of **Federal Highway Program**, and the policies and procedures prescribed by the **Federal Highway Administration** of the U.S. Department of Transportation in accordance and in compliance with all requirements imposed by Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252; 42 U.S.C. § 2000d to 2000d- 4), does hereby remise, release, quitclaim and convey unto the Puerto Rico Highway and Transportation Authority (PRHTA) all the right, title and interest of the U.S. Department of Transportation in and to said lands described in Exhibit A attached hereto and made a part hereof.

(HABENDUM CLAUSE)

TO HAVE AND TO HOLD said lands and interests therein unto Puerto Rico Highway and Transportation Authority (PRHTA) and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits and will be binding on the Puerto Rico Highway and Transportation Authority (PRHTA), its successors and assigns.

The Puerto Rico Highway and Transportation Authority (PRHTA) in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) no person will on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination with regard to any facility located wholly or in part on, over, or under such lands hereby conveyed [,] [and]* (2) that the Puerto Rico Highway and Transportation Authority (PRHTA) will use the lands and interests in lands and interests in lands so conveyed, in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary,

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Part 21, Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation, Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations and Acts may be amended[, and (3) that in the event of breach of any of the above-mentioned non-discrimination conditions, the Department will have a right to enter or re-enter said lands and facilities on said land, and that above described land and facilities will thereon revert to and vest in and become the absolute property of the U.S. Department of Transportation and its assigns as such interest existed prior to this instruction].*

(*Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to make clear the purpose of Title VI.)

Appendix C

CLAUSES FOR TRANSFER OF REAL PROPERTY ACQUIRED OR IMPROVED UNDER THE ACTIVITY, FACILITY, OR PROGRAM

The following clauses will be included in deeds, licenses, leases, permits, or similar instruments entered into by the Puerto Rico Highway and Transportation Authority (PRHTA) pursuant to the provisions of Assurance 7(a):

- A. The (grantee, lessee, permittee, etc. as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree [in the case of deeds and leases add “as a covenant running with the land”] that:
 - 1. In the event facilities are constructed, maintained, or otherwise operated on the property described in this (deed, license, lease, permit, etc.) for a purpose for which a U.S. Department of Transportation activity, facility, or program is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) will maintain and operate such facilities and services in compliance with all requirements imposed by the Acts and Regulations (as may be amended) such that no person on the grounds of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities.
- B. With respect to licenses, leases, permits, etc., in the event of breach of any of the above Non-discrimination covenants, Puerto Rico Highway and Transportation Authority (PRHTA) will have the right to terminate the (lease, license, permit, etc.) and to enter, re-enter, and repossess said lands and facilities thereon, and hold the same as if the (lease, license, permit, etc.) had never been made or issued.*
- C. With respect to a deed, in the event of breach of any of the above Non-discrimination covenants, the Puerto Rico Highway and Transportation Authority (PRHTA) have the right to enter or re-enter the lands and facilities thereon, and the above described lands and facilities will thereupon revert to and vest in and become the absolute property of the Puerto Rico Highway and Transportation Authority (PRHTA) and its assigns.*

(*Reverter clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.)

Appendix D

CLAUSES FOR CONSTRUCTION/USE/ACCESS TO REAL PROPERTY ACQUIRED UNDER THE ACTIVITY, FACILITY OR PROGRAM

The following clauses will be included in deeds, licenses, permits, or similar instruments/

agreements entered into by Puerto Rico Highway and Transportation Authority (PRHTA) pursuant to the provisions of Assurance 7(b):

- A. The (grantee, licensee, permittee, etc., as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds and leases add, “as a covenant running with the land”) that (1) no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities, (2) that in the construction of any improvements on, over, or under such land, and the furnishing of services thereon, no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination, (3) that the (grantee, licensee, lessee, permittee, etc.) will use the premises in compliance with all other requirements imposed by or pursuant to the Acts and Regulations, as amended, set forth in this Assurance.
- B. With respect to (licenses, leases, permits, etc.), in the event of breach of any of the above Non-discrimination covenants, Puerto Rico Highway and Transportation Authority (PRHTA) will have the right to terminate the (license, permit, etc., as appropriate) and to enter or re-enter and repossess said land and the facilities thereon, and hold the same as if said (license, permit, etc., as appropriate) had never been made or issued.*
- C. With respect to deeds, in the event of breach of any of the above Non-discrimination covenants Puerto Rico Highway and Transportation Authority (PRHTA) will there upon revert to and vest in and become the absolute property of Puerto Rico Highway and Transportation Authority (PRHTA) and its assigns.*

(*Reverter clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.)

Appendix E

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the “contractor”) agrees to comply with the following non-discrimination statutes and authorities; including but not limited to:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21;
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 *et seq.*), (prohibits discrimination on the basis of sex);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 *et seq.*), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq.*), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 -- 12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- The Federal Aviation Administration’s Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations.

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- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100).
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).



ATTACHMENT B

Title VI Notice to the Public

Gobierno de Puerto Rico
**DEPARTAMENTO DE TRANSPORTACIÓN Y OBRAS PÚBLICAS (DTOP)
Y SUS AGENCIAS ADSCRITAS**

Sus Derechos bajo el Título VI de la Ley de los Derechos Civiles de 1964
(42 U.S.C. Section 2000d)

- El Departamento de Transportación y Obras Públicas, y la Autoridad de Carreteras y Transportación operan sus programas y servicios sin importar raza, color o nacionalidad de acuerdo al Título VI de la Ley de los Derechos Civiles. Cualquier persona que crea que ha sido víctima de cualquier práctica discriminatoria prohibida por ley podrá radicar una querella con la Oficina de Derechos Civiles de la ACT.
- Para más información acerca de los programas y reglamentos que administra la Oficina de Derechos Civiles o para radicar una querella puede comunicarse con la Oficina de Derechos Civiles de la ACT, Centro Gubernamental Roberto Sánchez Vilella, Torre Sur, Piso 16, Santurce, Puerto Rico 00940-2007; teléfonos (787) 729-1562, (787) 721-8787 ext. 1740 o 1742; fax (787) 721-2621.

Your Rights under Title VI of Civil Rights Act of 1964
(42 U.S.C. Section 2000d)

- The Puerto Rico Department of Transportation and Public Works and the Puerto Rico Highway and Transportation Authority operates its programs and services without regard to race, color and national origin in accordance with the Title VI of the Civil Rights Act. Any person who believes he or she has been subject to any unlawful discriminatory practice under Title VI may file a complaint with PRHTA's Civil Rights Office.
- For more information on the PRHTA'S civil rights programs and procedures or to file a complaint, contact the PRHTA Civil Rights Office, Roberto Sánchez Vilella Government Center, South Building, 16th Floor, Santurce, Puerto Rico / PO Box 42007, San Juan, Puerto Rico 00940-2007; (787) 729-1562, (787) 721-8787 ext. 1740 or 1742; Fax (787) 721-2621.

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ATTACHMENT C

Formulario De Querella Por Discrimen Titulo VI/ADA TITLE VI/ADA DISCRIMINATION COMPLAINT FORM

El Departamento de Transportación y Obras Públicas y la Autoridad de Carreteras y Transportación están comprometidos en proveer sus servicios sin discriminar para asegurarse que ninguna persona sea excluida de participar en, ni se le negará los beneficios de, o será objeto de discriminación, como lo exigen las leyes federales.

The Department of Transportation and Public Works and the Puerto Rico Highway and Transportation Authority are committed to providing non-discriminatory services to ensure that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of its services, as required by federal laws.

Si usted entiende que ha sido discriminado, favor de proveer la siguiente información para facilitar la tramitación de su queja. Si necesita asistencia para completar el formulario o de tener alguna pregunta, no dude en comunicarse al (787) 721-8787 Ext. 1740. Una vez completado, envíelo a:

If you feel that you have been discriminated against, please provide the following necessary information in order to facilitate the processing of your complaint. If assistance is required to complete the form, or if you have any questions, please do not hesitate to call, at (787) 721-8787 Ext. 1740. Once completed, send it to:

Oficina de Derechos Civiles
Autoridad de Carreteras y Transportación
PO Box 42007 San Juan PR 00940-2007
Email: derechosciviles@dtop.pr.gov

Apellidos/ Last Name

Iniciales/Initials

Nombre/First Name

Dirección/Address

Correo Electrónico/ E-mail address

Teléfono/Telephone #

Entiendo se discriminó en mi contra basado en: (marque todas las que aplican)
I believe that I have been discriminated on the basis of: (check all that apply)

☐ Raza/Race /or Color ☐ Origen Nacional/National Origin ☐ Edad/Age ☐ Sexo/Sex

☐ Disability/Impedimento

☐ Otro/Other _____

Fecha de la alegada discriminación (mes, día, año):

Date of the alleged discrimination (month, day, year):

Explique de la manera más clara posible lo que sucedió y por qué cree que se discriminó en su contra. Describa a todas las personas quienes estuvieron involucradas. Incluya el nombre e información contacto de la(s) persona(s) que discriminó (discriminaron) en su contra (si lo sabe), al igual que el nombre e información de contacto de cualquier testigo(s). Incluya papel adicional, de necesitar más espacio:

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses. If more space is needed, please use additional paper.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on the right side, suggesting it's resting on a surface. There is no handwriting or other markings on the paper.

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¿Ha presentado una queja del Título VI/ADA con esta agencia anteriormente? ☐ SI/YES ☐ NO

Have you previously filed a Title VI/ADA complaint with this agency?

¿Ha presentado esta queja ante otra agencia estatal o federal? ☐ SI/YES ☐ NO

Have you filed this complaint with any other state or federal?

Si la contestación es en la afirmativa, favor proporcionar la información de la persona contacto en la agencia en donde se presentó la queja:

If yes, please provide the contact person's information at the agency where the complaint was filed:

Nombre/Name _____ Puesto/Title _____

Agencia/Agency: _____ Teléfono/Telephone: _____

Firma/Signature

Fecha/Date



ATTACHMENT D

Log of transit related Title VI investigations, complaints, and lawsuits

Type Complaint Investigation Lawsuit	Date (Month, Day, Year)	Complainant's Name/Address	Basis of Complaint	Summary Complaint Description	Status	Action Taken/ Final Outcome if Resolved



ATTACHMENT E

Language Assistance Plan

Analysis of Factors

Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population

The 2011-2015 American Community Survey (ACS) 5-year Summary File Data from U.S. Census Bureau determined that in Puerto Rico, **99.0%** of its population is of Hispanic Origin and that **94.7%** of its residents speak a language other than English at home. The US Census 2011-2015 also indicates that out of the population of 5 years and over **78.9%** speak English "less than very well", **94.7%** speak a language other than English and **5.3%** speak English only.

Puerto Rico is the only USA territory where Spanish is spoken as the main language; it is a predominantly Hispanic jurisdiction. All these characteristics determine that people in contact with transit vehicle operators, transit station managers, the Agency's customer service calls, Agency's visitors, access to the agency website, etc. speak mostly Spanish.

Factor 2: Frequency of Contact

Spanish is the main language spoken in Puerto Rico. The Agency serves almost exclusively Spanish speaking individuals since **99.0%** of its population is Hispanic. Contact with non-English speaking population is present at all times. All of the services provided by DTPW are directed to Spanish speaking population. Public employees, transit vehicle operators, transit station managers, customer service calls, visitors, speak mostly Spanish and in some cases English.

Factor 3: The importance to LEP Persons of (DTPW) (PRHTA) Programs, Activities and Services

DTPW is the central government agency in charge of the planning, development and coordination of the activity in the field of transportation of the Commonwealth of Puerto Rico. The DTPW has seven regional offices under the Public Works Directorate, located in Aguadilla, Arecibo, Guayama, Humacao, Mayaguez, Ponce and San Juan. The Public Works Directorate is in charge of all construction and maintenance of state roads as well as issuance of access permits. It also has a Driver's Services Directorate with 15 Drivers Service Centers located in Aguadilla, Arecibo, Barranquitas, Bayamón, Caguas, Fajardo, Vieques, Manatí, Guayama, Humacao, Mayaguez, Ponce, Carolina, Río Piedras and Utuado. This directorate is in charge of all transactions related to vehicles including licensing. Also, the Maintenance Area of the DTPW is in charge of landscaping and the issuance of junker permits, among other things.

On the other hand, the Puerto Rico Highway and Transportation Authority (PRHTA) is a public corporation and government instrumentality of the Commonwealth of Puerto Rico. It was created to provide people with the best means of transportation, and to expedite the movement of vehicles and individuals, to relieve in every possible way the hazards and inconveniences caused by congestion on the roads of Puerto Rico. Five regional offices carry out the construction projects under the direction of the Construction Area: South, East, West and Metropolitan. Under the Toll Road Area, PRHTA manages toll roads that cover the South (PR52) and East (PR66, PR53), with a portion of PR 20.

Currently, the PRHTA has the responsibility of a major undertaking with respect to public transportation - the rapid transit system known as Tren Urbano under the Integrated Transportation Alternative Directory known by its Spanish acronym ATI, completed in 2005. It serves mainly the Bayamón, Río Piedras and Hato Rey areas. Tren Urbano is currently made up of one rapid transit route. It consists of 16 stations: Sagrado Corazón, Hato Rey, Roosevelt, Domenech, Piñero, Universidad, Río Piedras, Cupey, Centro Médico, San Francisco, Las Lomas, Martínez Nadal, Torrimar, Jardines, Deportivo and Bayamón.

DTPW, PRHTA and Tren Urbano's users, transit vehicle operators, transit station managers, employees and customers are mainly of Hispanic origin which are mostly Spanish speaking. Normal interactions between them are done in Spanish language.

Factor 4: The Resources Available to the Recipient and Costs

The implementation of LEP Access Program will cause no additional cost to the agency since Spanish is the primary language spoken in the island. All public employees of the DTPW and the PRHTA and transit system speak Spanish and in some cases English.

Policies, publications regarding public hearings, bid advertisements, Title VI related surveys, complaint forms, Tren Urbano signs, communications, printed materials, special fare applications, maps, brochures and general information, danger signs, alarms, exits, etc. are all provided in Spanish and English.

Implementation Plan

The Department of Transportation and Public Works will comply with the federal requirements by providing assistance as follows:

- **Identifying LEP Individuals Who Need Language Assistance:** Spanish is the primary language spoken in Puerto Rico; normal interaction with people helps identify the language spoken by an individual. Spanish is the norm, not the exception.
- **Language Assistance Measures:** DTPW employees are Spanish speaking and in some cases, they also speak English. The following documents are all provided in Spanish: Policies, publications regarding public hearings, bid advertisements, Title VI related surveys, complaint forms, employment applications, Tren urbano, signs, communications, printed materials, special fare applications, maps, brochures and general information, etc. Agency staff, vehicle operators, station managers, etc speak Spanish language and in some cases English.
- **Training Staff:** All our staff is Spanish Speaking and in some cases, they speak English.
- **Providing Notice to LEP Persons:** All communications (newspapers, radio, television advertisements, signs and handouts available at stations, announcements in vehicles and at stations, agency website, customer service lines are provided in Spanish.
- **Monitoring and Updating the LEP Plan:** DTPW will annually evaluate and update this LEP Program.